

Customer Service Marathon Scorecard

Student's Name: Tommy Duong

Name of Business: Panera Bread Type of Business: Bakery/ Restraunts

Location of Business: 3417 Princeton Road

Date of Visit: 02/25/2021 Time of Visit: 07:30 am

On this visit, the business was not busy moderately busy ☒ not busy.

Customer Service Question	Likert Scale Rating (1 = Poor or Low, 5 = Excellent or High)	Comments – Fill In Roughly 50% Or More Boxes For Best Results
Did the employees smile and acknowledge you shortly after your arrival?	1 <u>2</u> 3 4 5	Unable to tell if the employee is smiling with a mask on.
Was the establishment, itself, welcoming and clean?	1 2 3 4 <u>5</u>	Establishment was very clean and smelled wonderful
Were the employees dressed and groomed accordingly?	1 2 3 <u>4</u> 5	
Did the employees provide quick customer service?	1 2 3 <u>4</u> 5	Greeted me as soon as I walked into the door.
Were the employees knowledgeable about the organization and its products/services?	1 <u>2</u> 3 4 5	The Cashier was not aware if the beagle was freshly baked or had been sitting there.
Was the service personalized?	1 2 3 <u>4</u> 5	
Were the staff friendly and did they practice good manners?	1 2 3 <u>4</u> 5	Staff was very friendly and was happy to help when ask
Did the staff suggest promotions for better deals?	1 2 <u>3</u> 4 5	
Did the employees have a positive attitude?	1 2 3 <u>4</u> 5	Employees attitude was positive from the beginning to the end
Was the particular merchandise you were seeking available during this visit?	1 2 3 <u>4</u> 5	
Was the transaction accurate?	1 2 3 <u>4</u> 5	

Customer Service Question	Likert Scale Rating (1 = Poor or Low, 5 = Excellent or High)	Comments – Fill In Roughly 50% Or More Boxes For Best Results
Was the product and/or service consistent with previous visits?	1 (2) 3 4 5	first visit
Was there a final thank you?	1 2 3 (4) 5	
Did the employees seem concerned with customer satisfaction?	1 2 3 (4) 5	Employees did seem concerned when I was not happy about a service.
Were you left with a desire to come back another time?	1 2 3 (4) 5	Yes the experience was wonderful and quick.
Based on this visit, would you be closer to a “Loyalist/Apostle” (circle 5) or a “Defector/Terrorist” (circle 1)?	1 2 3 4 (5)	
Required: Was the employee properly wearing a mask?	1 2 3 4 (5)	All employees were properly wearing a mask.
Required: Is the area clean and sanitized?	1 2 3 4 (5)	All common areas are very clean and sanitized.
Required: Is the bathroom clean?	1 2 3 (4) 5	The bathroom is very clean and does not have an odor.
Required: Does a business/employee enforce a mask rule if not worn by customers?	1 2 3 (4) 5	Employee did enforce a mask rule when entering the store.

Unusual observation (positive or negative) about the visit, if any:

Panera Bread
Cafe #: 204917
3417 Princeton Road
Hamilton, OH 45011
Phone: 513-893-8500

02/25/2021 7:29:08 AM
Order Number: 107454 Cashier: Faith

1 Toasted Bag & CC	
1 Plain Bagel	1.49
1 No Cream Cheese	
1 Md Coffee	2.09
Subtotal	3.58
Tax	0.00
Gratu'ty	0.00
Total	3.58
Cash	5.00
Change	1.42

If you didn't use your MyPanera card,
keep this receipt and enter the code
below at www.mypanera.com/missedvisit.

Not a member yet? Ask an associate for
your own card and join today!

4891-6666-C573-7630-1648-14

www.panerabread.com

To Go
Your Order Number is: 107454
Customer / Pager: Guest454 0

*** Customer Copy ***