

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: _____ 03/06/2021 _____ Time of Visit: _____ 07:47 am _____

On this visit, the business was _____ busy _____ moderately busy _____ X 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 2 3 <u>4</u> 5	Happy Greeted Me
Was the establishment, itself, welcoming and clean?	1 2 3 <u>4</u> 5	Very Clean
Were the employees dressed and groomed accordingly?	1 2 3 <u>4</u> 5	Wearing Cap
Did the employees provide quick customer service?	1 2 3 <u>4</u> 5	Open the door for me.
Were the employees knowledgeable about the organization and its products/services?	1 2 3 <u>4</u> 5	New Cashier. Did confirm fresh batch.
Was the service personalized?	1 2 3 <u>4</u> 5	Nearly Organized
Were the staff friendly and did they practice good manners?	1 2 3 <u>4</u> 5	Very Friendly
Did the staff suggest promotions for better deals?	1 <u>2</u> 3 4 5	No
Did the employees have a positive attitude?	1 2 3 <u>4</u> 5	Positive Vibe
Was the particular merchandise you were seeking available during this visit?	1 2 3 <u>4</u> 5	Yes
Was the transaction accurate?	1 2 3 <u>4</u> 5	Yes

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	Yes
Was there a final thank you?	1 2 3 4 5	Yes
Did the employees seem concerned with customer satisfaction?	1 2 3 4 5	
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:

Single cashier working the front and the back was very pleasant and well trained for her being new as she claimed.

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

03/05/2021 7:47:30 AM
Number: 108771 Cashier: Faith

Bagel & CC: 1.49
Bagel 2.39
Subtotal 3.88
Tax 0.00
Gratu'ty 0.00
Total 3.88
Cash 10.00
Change 6.12

didn't use your MyPanera card,
this receipt and enter the code
at www.mypanera.com/missedvisit.
member yet? Ask an associate for
ur own card and join today!

259-9993-8060-9766-9727-95

www.panerabread.com

To Go
Our Order Number is: 108771
Customer / Pager: Guest771 0

*** Customer Copy ***