

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: 03/08/2021 Time of Visit: 04:25 pm

On this visit, the business was busy X 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 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	
Did the employees provide quick customer service?	1 2 3 <u>4</u> 5	Customer was very polite and courteous
Were the employees knowledgeable about the organization and its products/services?	1 2 3 <u>4</u> 5	Yes. Employee was very knowledgeable
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:

The experience have been wonderful even if it was somewhat busy, the employee still took there time to

assist.

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

03/08/2021 4:25:20 PM
Order Number: 405862 Cashier: Paris

1 Toasted Bagel & CC	
1 Plain Bagel	1.49
1 Butter	
1 Lg Coffee	2.39
Subtotal	3.88
Tax	0.00
Gratuity	0.00
Total	3.88
Cash	4.00
Change	0.12

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!

2888-2795-2846-4861-6816-88

www.panerabread.com

To Go
Your Order Number is: 406862
Customer / Pager: tommie 0

*** Customer Copy ***