Shop Details

* 1. **Shopper's initials:**

[   ]

* 2. **Date and time of the Shop (DD/MM/YYYY)**

Shop Date & Time

Date		Time		AM/PM
DD/MM/YYYY		hh	mm	-

* 3. **Shop was conducted**

○ In Person   ○ By Phone

○ Booked In Person + Activity   ○ Booked By Phone + Activity

* 4. **Name of the employee scored?** If you didn't get the employee's name, please provide a detailed description.

[   ]

Section 2: Tell us how the employee showed **ACCOUNTABILITY**!

To be **accountable** means: the employee is dependable and delivers on promises. This includes basic promises, such as the ability to deliver products or services advertised.

* 5. **Rate the employee's ability to deliver the products & services the business provides.**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

[   ]

* 6. **Rate the employee's ability to adequately answer your questions.**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

Section 3: Was the employee being **BOLD**?

To be bold means: **the employee takes initiative by anticipating and efficiently responding to customer needs.**

* 7. **Rate the employee's ability to anticipate your needs and offer advice.**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

* 8. **Rate the employee's ability to ask you questions to gain knowledge on your needs in order to make a recommendation.**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

* 9. **Rate the efficiency of service. Were inquiries handled effectively and were wait times reasonable?**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

* 10. **Rate the employee's ability to confidently lead the conversation.**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

Section 4: Did the employee **CONNECT**?

The employee connects by personalizing the experience: they make an effort to get to know you and share the Whistler wow!

* 11. **Rate the employee's ability to open and close the interaction. Did they greet you and see you off appropriately?**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe what happened at the beginning and conclusion of the conversation.

What was the greeting? When did it happen? For phone shops: How many times did it ring before the phone was picked up or were you directed to a voice message?

* 12. **Rate the employee's ability to express interest in getting to know you.**

(e.g. asking where you're from, about your day, etc.)

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

* 13. **Rate the employee's attitude toward you. Were they positive?**

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
○	○	○	○	○	○	○	○	○	○

Describe the reason for your response.

Section 5: Final Questions

14. **Did the employee prompt you to book or purchase a product or service?**

*Non-scoring - this question will not affect business overall term score

◯ Yes   ◯ N/A for tour shops or non-purchase venues

◯ No

What did the employee say?

[   ]

* 15. **Rate the employee on any errors made during the shop.**

Errors happen - take error frequency and any resolutions into consideration

1 - Poor	2	3	4	5	6	7	8	9	10 - Excellent
◯	◯	◯	◯	◯	◯	◯	◯	◯	◯

Please describe. If there was an issue, how was it resolved? Which staff members were involved? What did they say? How much time did the process take?

[   ]

16. **Think back to the environment in the venue during your visit. What did you observe? Were there any areas for improvement?** (Add NA if not applicable)

*Non-scoring - this question will not affect business overall term score

How busy was it? Were multiple other customers awaiting service?   [   ]

Were there sufficient staff numbers?   [   ]

Sounds (music, noise level)   [   ]

Physical environment (layout, accessibility)   [   ]

Cleanliness   [   ]

Additional comments   [   ]

* 17. **Based on your experience and NOT considering pricing, how likely are you to recommend the organization?**

* Non-scoring - this question will not affect business overall term score

0 - I would not recommend	1	2	3	4	5	6	7	8	9	10 - I would highly recommend
◯	◯	◯	◯	◯	◯	◯	◯	◯	◯	◯

If you didn`t give it a 10, what would have made it a 10?

18. Business' Name

◯ Business #1

◯ Business #2

◯ Business #3

This is the end of the report. Please check over your responses before submitting. If you've been assigned a premium business, their custom-assigned questions will be displayed upon proceeding.

SAMPLE PREMIUM BUSINESS - Business #1

Questions below are samples - Premium Businesses can customize up to three questions to be included into their report. Since these questions aren't being posted to other businesses, they are not included in scoring.

* 19. Did the employee's greeting include the employee's name? Did they sound friendly, receptive, upbeat and sincere?

* 20. Did the employee use your name at least once during the call?

* 21. Upon conclusion, did the employee ask: "Is there anything else I (we) can do for you?"