



Your CompanyName
January

Date: August 2007

Friendly Greeting:	10/10 = 100.00%
Smile & Eye Contact:	5/10 = 50.00%
Call to Window:	0/10 = 0.00%
Welcome:	10/10 = 100.00%
Name Use:	0/10 = 0.00%
Solve Problem:	10/10 = 100.00%
Satisfaction:	10/10 = 100.00%
Farewell:	5/10 = 50.00%
Interaction:	10/10 = 100.00%
Overall Score:	60.00/90.00 = 66.67%

Branch: [1001-001] Harrah's Las Vegas

Shopper's Initials	DC
Room Number	245
Date of Shop:	01/07/2007

FRONT DESK / VIP CLERK (IN)

1. Check in at: Standard
2. **Greeting**
The employee greeted you at which of the following levels? Initiates conversation with a friendly greeting.
3. **Friendly Attitude**
Taking into account the entire interaction, the employee smiled and made eye contact at which of the following levels? Smiles and makes eye contact through half of the interaction.
4. Did the Front Desk Clerk call you to his/her window within 10 seconds of the previous customer leaving? No
5. Did the Front Desk Clerk welcome you? Yes
6. Did the Front Desk Clerk address you by name? No
7. If there was a problem with your reservation, did the Front Desk Clerk solve it or find someone who could? Yes
8. **Check for Satisfaction**
How did the employee check for satisfaction? Checks for satisfaction AND, if a problem exists, resolves, personally hands off or refers customer appropriately.
9. **Farewell**
At the end of the interaction, the employee ended conversation in what way? Thanks you for the business or gives positive farewell.
10. **Interaction**
Taking into account the entire interaction, the employee demonstrated an attitude at which of the following levels? Enthusiastic, energetic and gestures to convey positive energy.

EMPLOYEE NAME: Jane Doe

EMPLOYEE DESCRIPTION:
Use for full description of employee.

Date:	01/07/07
Time:	10:00 AM

COMMENTS:
Shopper will use this location for a full description of the interactions or products.



Your CompanyName
February

Date: August 2007

Friendly Greeting:	10/10 = 100.00%
Smile & Eye Contact:	10/10 = 100.00%
Call to Window:	10/10 = 100.00%
Welcome:	10/10 = 100.00%
Name Use:	0/10 = 0.00%
Solve Problem:	10/10 = 100.00%
Satisfaction:	10/10 = 100.00%
Farewell:	10/10 = 100.00%
Interaction:	10/10 = 100.00%
Overall Score:	80.00/90.00 = 88.89%

Branch: [1001-001] Harrah's Las Vegas

Shopper's Initials	DC
Room Number	458
Date of Shop:	02/07/2007

FRONT DESK / VIP CLERK (IN)

1. Check in at: VIP
2. **Greeting**
The employee greeted you at which of the following levels? Initiates conversation with a friendly greeting.
3. **Friendly Attitude**
Taking into account the entire interaction, the employee smiled and made eye contact at which of the following levels? Smiles and makes eye contact through most of interaction.
4. Did the Front Desk Clerk call you to his/her window within 10 seconds of the previous customer leaving? Yes
5. Did the Front Desk Clerk welcome you? Yes
6. Did the Front Desk Clerk address you by name? No
7. If there was a problem with your reservation, did the Front Desk Clerk solve it or find someone who could? Yes
8. **Check for Satisfaction**
How did the employee check for satisfaction? Checks for satisfaction AND, if a problem exists, resolves, personally hands off or refers customer appropriately.
9. **Farewell**
At the end of the interaction, the employee ended conversation in what way? Thanks you for the business and gives positive farewell.
10. **Interaction**
Taking into account the entire interaction, the employee demonstrated an attitude at which of the following levels? Enthusiastic, energetic and gestures to convey positive energy.

EMPLOYEE NAME: George Washington

EMPLOYEE DESCRIPTION:
Even if they don't get the name, the description can lead you to the employee who was involved in the interaction.

Date: 02/07/07
Time: 11:00 AM

COMMENTS:
It was a great interaction, but the project manager will still make sure your shopper gives full comments on the interactions.



Your CompanyName
March

Date: August 2007

Friendly Greeting:	5/10 = 50.00%
Smile & Eye Contact:	5/10 = 50.00%
Call to Window:	10/10 = 100.00%
Welcome:	0/10 = 0.00%
Name Use:	10/10 = 100.00%
Solve Problem:	10/10 = 100.00%
Satisfaction:	0/10 = 0.00%
Farewell:	5/10 = 50.00%
Interaction:	5/10 = 50.00%
Overall Score:	50.00/90.00 = 55.56%

Branch: [1001-001] Harrah's Las Vegas

Shopper's Initials	DC
Room Number	1658
Date of Shop:	03/08/2007

FRONT DESK / VIP CLERK (IN)

- | | |
|---|--|
| 1. Check in at: | VIP |
| 2. Greeting
The employee greeted you at which of the following levels? | Responds to verbal greeting by customer. |
| 3. Friendly Attitude
Taking into account the entire interaction, the employee smiled and made eye contact at which of the following levels? | Smiles and makes eye contact through half of the interaction. |
| 4. Did the Front Desk Clerk call you to his/her window within 10 seconds of the previous customer leaving? | Yes |
| 5. Did the Front Desk Clerk welcome you? | No |
| 6. Did the Front Desk Clerk address you by name? | Yes |
| 7. If there was a problem with your reservation, did the Front Desk Clerk solve it or find someone who could? | Yes |
| 8. Check for Satisfaction
How did the employee check for satisfaction? | Does not check for satisfaction OR does not refer problem to someone to resolve. |
| 9. Farewell
At the end of the interaction, the employee ended conversation in what way? | Thanks you for the business or gives positive farewell. |
| 10. Interaction
Taking into account the entire interaction, the employee demonstrated an attitude at which of the following levels? | Pleasant and polite, open body language (little motion) AND steady tone. |

EMPLOYEE NAME:

Howard Jones

EMPLOYEE DESCRIPTION:

Your shopper will make sure to put in all information.

Date:	03/08/07
Time:	12:30 PM

COMMENTS:

All comments are included but don't change the scoring system since comment sections cannot have a score given. Scores must have a definite answer, as in yes, no, or multiple choice.



Your CompanyName
April

Date: August 2007

Friendly Greeting:	10/10 = 100.00%
Smile & Eye Contact:	10/10 = 100.00%
Call to Window:	10/10 = 100.00%
Welcome:	10/10 = 100.00%
Name Use:	10/10 = 100.00%
Solve Problem:	10/10 = 100.00%
Satisfaction:	10/10 = 100.00%
Farewell:	10/10 = 100.00%
Interaction:	10/10 = 100.00%
Overall Score:	90.00/90.00 = 100.00%

Branch: [1001-001] Harrah's Las Vegas

Shopper's Initials	DC
Room Number	978
Date of Shop:	04/11/2007

FRONT DESK / VIP CLERK (IN)

1. Check in at: Upgraded
2. **Greeting**
The employee greeted you at which of the following levels? Initiates conversation with a friendly greeting.
3. **Friendly Attitude**
Taking into account the entire interaction, the employee smiled and made eye contact at which of the following levels? Smiles and makes eye contact through most of interaction.
4. Did the Front Desk Clerk call you to his/her window within 10 seconds of the previous customer leaving? Yes
5. Did the Front Desk Clerk welcome you? Yes
6. Did the Front Desk Clerk address you by name? Yes
7. If there was a problem with your reservation, did the Front Desk Clerk solve it or find someone who could? Yes
8. **Check for Satisfaction**
How did the employee check for satisfaction? Checks for satisfaction AND, if a problem exists, resolves, personally hands off or refers customer appropriately.
9. **Farewell**
At the end of the interaction, the employee ended conversation in what way? Thanks you for the business and gives positive farewell.
10. **Interaction**
Taking into account the entire interaction, the employee demonstrated an attitude at which of the following levels? Enthusiastic, energetic and gestures to convey positive energy.

EMPLOYEE NAME:

Wendy Damas

EMPLOYEE DESCRIPTION:

5' 11" no matter what characters the shopper needs to use, it can be added here.

Date: 04/11/07

Time: 11:22 AM

COMMENTS:

Comments by shoppers, give you the whole picture or explain more complicated answers that can't be answered as a simple yes or no.



Your CompanyName
May

Date: August 2007

Friendly Greeting:	5/10 = 50.00%
Smile & Eye Contact:	10/10 = 100.00%
Call to Window:	10/10 = 100.00%
Welcome:	10/10 = 100.00%
Name Use:	10/10 = 100.00%
Solve Problem:	0/10 = 0.00%
Satisfaction:	0/10 = 0.00%
Farewell:	10/10 = 100.00%
Interaction:	5/10 = 50.00%
Overall Score:	60.00/90.00 = 66.67%

Branch: [1001-001] Harrah's Las Vegas

Shopper's Initials	DC
Room Number	562
Date of Shop:	05/11/2007

FRONT DESK / VIP CLERK (IN)

- | | |
|---|--|
| 1. Check in at: | Upgraded |
| 2. Greeting
The employee greeted you at which of the following levels? | Responds to verbal greeting by customer. |
| 3. Friendly Attitude
Taking into account the entire interaction, the employee smiled and made eye contact at which of the following levels? | Smiles and makes eye contact through most of interaction. |
| 4. Did the Front Desk Clerk call you to his/her window within 10 seconds of the previous customer leaving? | Yes |
| 5. Did the Front Desk Clerk welcome you? | Yes |
| 6. Did the Front Desk Clerk address you by name? | Yes |
| 7. If there was a problem with your reservation, did the Front Desk Clerk solve it or find someone who could? | No |
| 8. Check for Satisfaction
How did the employee check for satisfaction? | Does not check for satisfaction OR does not refer problem to someone to resolve. |
| 9. Farewell
At the end of the interaction, the employee ended conversation in what way? | Thanks you for the business and gives positive farewell. |
| 10. Interaction
Taking into account the entire interaction, the employee demonstrated an attitude at which of the following levels? | Pleasant and polite, open body language (little motion) AND steady tone. |

EMPLOYEE NAME:

John Public

EMPLOYEE DESCRIPTION:

How you look at your data determines what information you will see. You can even look at just one question over time.

Date:	05/11/07
Time:	04:15 PM

COMMENTS:

Rules can be included with your question to require shoppers to answer a question or make a question conditional. For example, if no is answered on question 7, then they must answer question 8. Otherwise they would be able to skip question 8.



Your CompanyName
June

Date: August 2007

Friendly Greeting:	0/10 = 0.00%
Smile & Eye Contact:	5/10 = 50.00%
Call to Window:	0/10 = 0.00%
Welcome:	0/10 = 0.00%
Name Use:	10/10 = 100.00%
Solve Problem:	10/10 = 100.00%
Satisfaction:	10/10 = 100.00%
Farewell:	10/10 = 100.00%
Interaction:	10/10 = 100.00%
Overall Score:	55.00/90.00 = 61.11%

Branch: [1001-001] Harrah's Las Vegas

Shopper's Initials	DC
Room Number	1125
Date of Shop:	06/14/2007

FRONT DESK / VIP CLERK (IN)

- | | |
|---|--|
| 1. Check in at: | Standard |
| 2. Greeting
The employee greeted you at which of the following levels? | Does not offer a friendly verbal greeting or respond. |
| 3. Friendly Attitude
Taking into account the entire interaction, the employee smiled and made eye contact at which of the following levels? | Smiles and makes eye contact through half of the interaction. |
| 4. Did the Front Desk Clerk call you to his/her window within 10 seconds of the previous customer leaving? | No |
| 5. Did the Front Desk Clerk welcome you? | No |
| 6. Did the Front Desk Clerk address you by name? | Yes |
| 7. If there was a problem with your reservation, did the Front Desk Clerk solve it or find someone who could? | Yes |
| 8. Check for Satisfaction
How did the employee check for satisfaction? | Checks for satisfaction AND, if a problem exists, resolves, personally hands off or refers customer appropriately. |
| 9. Farewell
At the end of the interaction, the employee ended conversation in what way? | Thanks you for the business and gives positive farewell. |
| 10. Interaction
Taking into account the entire interaction, the employee demonstrated an attitude at which of the following levels? | Enthusiastic, energetic and gestures to convey positive energy. |

EMPLOYEE NAME: Mary Walters

EMPLOYEE DESCRIPTION:
Shoppers can also be asked as part of shops to capture all the action with video or photos.

Date: 06/14/07
Time: 3:00 PM

COMMENTS:
QSI shoppers are fully qualified to shop many different types of shops. No matter if it is simple survey or a complicated long survey our shoppers will do their best to complete with the full support of Project Managers to make sure the client gets the best report.