

BANQCHEK				Contact Center			
Bank: ITHMAAR BANK		Area		SR. # 0001			
Branch:		1 2 3					
Timing:				Shopper ID No.: 5010			
08:00am - 09:30am		<input type="checkbox"/> 1		DD		MM	
09:31am - 11:00am		<input type="checkbox"/> 2		Date: 25		25	
11:01am - 13:00pm		<input checked="" type="checkbox"/> 3		9		2013	
13:01pm - 15:00pm		<input type="checkbox"/> 4					
15:01pm - 18:00pm		<input type="checkbox"/> 5					
18:01pm - 23:59pm		<input type="checkbox"/> 6					
Day:				Time In:		11:30	
Saturday		<input type="checkbox"/> 1		am		<input checked="" type="checkbox"/> 1	
Sunday		<input type="checkbox"/> 2		pm		<input type="checkbox"/> 2	
Monday		<input type="checkbox"/> 3		Time Out:		11:34	
Tuesday		<input type="checkbox"/> 4		am		<input checked="" type="checkbox"/> 1	
Wednesday		<input checked="" type="checkbox"/> 5		pm		<input type="checkbox"/> 2	
Thursday		<input type="checkbox"/> 6					

Describe the transaction that you have effected, and state the amounts, currencies and rates involved.			
Description:			
FOR OFFICE USE ONLY	MAXIMUM	SCORE	%
Greeting / Welcome	35 <del>30</del>	30	
Product Handling	20 <del>15</del>	15	
Speed of Service	35 <del>20</del>	20	
<b>TOTAL</b>	<b>90 <del>65</del></b>	<b>65</b>	

SCORE		WELCOME / GREETING	
10	10	W1. When you phoned in your inquiry, the phone was answered within three rings.	<input checked="" type="checkbox"/> 1
	0	♦ Yes	<input type="checkbox"/> 2
		♦ No	<input type="checkbox"/> 3
		♦ Other (Specify):	
		Explain:	
10	10	W2. You were greeted by an employee(s) with a friendly welcoming statement.	<input checked="" type="checkbox"/> 1
	0	♦ Yes	<input type="checkbox"/> 2
		♦ No	<input type="checkbox"/> 3
		♦ Other (Specify):	
		Explain:	

SCORE		WELCOME / GREETING	
5	5	W3. Employee mentioned his / her name.( if required for further follow-up ) ♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input type="checkbox"/> 2
		♦ Not Applicable ( not required )	<input type="checkbox"/> 3
		♦ Write the employee's name: _____	<input type="checkbox"/> 4
		♦ Other (Specify):	<input type="checkbox"/> 5
	Explain:		
5	5	W4. Employee's voice was loud and clear. ♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input checked="" type="checkbox"/> 2
		♦ Other (Specify):	<input type="checkbox"/> 3
	Explain:		
5	5	W5. Bank employee thanked you and asked if you required anything else. ♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input type="checkbox"/> 2
	Explain:		

SCORE		PRODUCT HANDLING	
5	5	P1. Bank employee gave you enough attention on the phone and was not interrupted at all. ♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input checked="" type="checkbox"/> 2
		♦ Other (Specify):	<input type="checkbox"/> 3
	Explain:		
5	5	P2. Employee asked about your needs politely: <i>How can I help you?</i> ♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input type="checkbox"/> 2
		♦ Other (Specify):	<input type="checkbox"/> 3
	Explain:		
10	10	P3. Employee gave you accurate and complete information for your inquiry voluntarily. ♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input type="checkbox"/> 2
		♦ Other (Specify):	<input type="checkbox"/> 3
	Explain:		

*Speed of Service*

SCORE		PRODUCT HANDLING	
5		S1. You were put on hold for; (Specify Time): _____	
	0	♦ Yes	<input type="checkbox"/> 1
	5	♦ No	<input checked="" type="checkbox"/> 2
		♦ Other (Specify): _____	<input type="checkbox"/> 3
<i>Explain:</i>			
5		S2. The whole telephone conversation took reasonable time.	
	5	♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input type="checkbox"/> 2
		♦ Other (Specify): _____	<input type="checkbox"/> 3
<i>Explain:</i>			
15		S3. Employee talked about other products and services that might interest you (cross-selling) A promotional service, additional services ... etc	
	15	♦ Yes	<input type="checkbox"/> 1
	0	♦ No	<input checked="" type="checkbox"/> 2
		♦ Other (Specify): _____	<input type="checkbox"/> 3
<i>Explain:</i>			
10		S4. Employee gave you full explanation in a clear way about the product you requested.	
	10	♦ Yes	<input checked="" type="checkbox"/> 1
	0	♦ No	<input type="checkbox"/> 2
	x	♦ Not Applicable. No explanation required, employee executed my transaction directly	<input type="checkbox"/> 3
	♦ Other (Specify): _____	<input type="checkbox"/> 4	
<i>Explain:</i>			

General Comments / Call Center	