SERIAL NO.

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PROJECT: ELARA (C-Store - FINAL 2012)

PROJECT: ELARA - C-Store

D	A la	Research	Contor
Pan	Arab	kesearch	Center

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	\boxtimes								

1. INTERIOR

جاذبية المنطقة الداخلية:

res	Critical Areas				المجالات الأساسية	ناط	النة
1.	Were the automatic doors closed and the	YES	M	نعم	هل كانت الأبواب الأوتوماتيكية مغلقة والباب	.1	2
	door and side glass push / pull bars or handle thresholds working in good order?	NO		¥	ومسكة/مقبض الباب تعمل وهي بحالة جيدة؟		_
2a		YES	X	نعم	هل كانت الأبواب والنوافذ خالية من بصما <u>ت</u>	.2a	
2 u.	fingerprints?			¥	الأصابع؟		
2h	Were doors and windows free of	YES	X	نعم		.2b	
	smudges, spots and streaks?	NO		¥			3
2c.	hazy film (condensation due to climate or		X	نعم		.2c	
				` v	تكاتف البخار عليها (تكاتف ضبابي بسبب الماق أساسات :		
						32	+
За.			لسا			.Ja	
3b.	mena sups on mora ocara	NO	لكا			.3b	1
		YES		نعم			
	menu strips on menu board torn? requires comment when marked 'Yes'				إذا كانت الإجابة "نعم" يرجى التوضيح		2
			\boxtimes	3			
	Distance and	YES	П	نعد	هل كانت المواد الإعلانية، الصور و مرور	.3c	1
3c.	Were advertising materials, Pictures and menu strips on menu board smudged ?			'			
	mond outpool.		ΕŹ			.4a	†
4 a	Were counters, display cases, self-service	YES	\boxtimes	نعم	العرض، مناطق الخدمة الذانية وأجهزة		
чu.	areas and dispensers clean? require				المشروبات (dispenser) نظيفة؟		
	comment when marked 'No'	NO	П	¥	إدا كانت الإجابة "لا" يرجى التوضيح		
		,,,		-			5
		VE0	107			.4b	
4b.		163	لكنا	تعم			
	stacked? (Should be uncluttered and		[]	.,			
	without excessive amounts of products)	NO	ليا	Ŋ	ان تتون المستجات والمواد متر احمه، حما آنه لا يجب أن يكون هناك كمية زائدة منها).		
	1. 2a. 2b. 2c. 3a. 3b. 3c. 4a.	 Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? Were doors and windows free of fingerprints? Were doors and windows free of smudges, spots and streaks? Were doors and windows clean without a hazy film (condensation due to climate or temperature may be present) Were advertising materials, Pictures and menu strips on menu board faded? Were advertising materials, Pictures and menu strips on menu board torn? requires comment when marked 'Yes' Were advertising materials, Pictures and menu strips on menu board smudged? Were advertising materials, Pictures and menu strips on menu board smudged? Were counters, display cases, self-service areas and dispensers clean? require comment when marked 'No' Were counters, display cases, self-service areas and dispensers neat and well stacked? (Should be uncluttered and 	1. Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? 2a. Were doors and windows free of fingerprints? 2b. Were doors and windows free of smudges, spots and streaks? 2c. Were doors and windows clean without a hazy film (condensation due to climate or temperature may be present) 3a. Were advertising materials, Pictures and menu strips on menu board faded? 3b. Were advertising materials, Pictures and menu strips on menu board torn? requires comment when marked 'Yes' NO 3c. Were advertising materials, Pictures and menu strips on menu board smudged? 4a. Were counters, display cases, self-service areas and dispensers clean? require comment when marked 'No' NO 4b. Were counters, display cases, self-service areas and dispensers neat and well stacked? (Should be uncluttered and	1. Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? 2a. Were doors and windows free of fingerprints? 2b. Were doors and windows free of smudges, spots and streaks? 2c. Were doors and windows clean without a hazy film (condensation due to climate or temperature may be present) 3a. Were advertising materials, Pictures and menu strips on menu board faded? 3b. Were advertising materials, Pictures and menu strips on menu board torn? requires comment when marked 'Yes' 3c. Were advertising materials, Pictures and menu strips on menu board smudged? 4a. Were counters, display cases, self-service areas and dispensers clean? require comment when marked 'No' 4b. Were counters, display cases, self-service areas and dispensers neat and well stacked? (Should be uncluttered and	1. Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? 2a. Were doors and windows free of fingerprints? 2b. Were doors and windows free of smudges, spots and streaks? 2c. Were doors and windows clean without a hazy film (condensation due to climate or temperature may be present) 3a. Were advertising materials, Pictures and menu strips on menu board faded? 3b. Were advertising materials, Pictures and menu strips on menu board torn? requires comment when marked 'Yes' NO YES NO NO YES NO YES NO YES NO YES NO YES NO YES NO	res Critical Areas 1. Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? i. Were doors and windows free of fingerprints? YES YES	res Critical Areas Critical Areas 1. Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? 1. No YES In the provided of the public of handle thresholds working in good order? 1. No YES In the public of the public of handle thresholds working in good order? 1. A Stringerprints? 2. Were doors and windows free of smudges, spots and streaks? YES In the public of the public of the public or temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public of temperature may be present) YES YES In the public of temperature may be present) YES In the public of temperature may be present) YES In the public

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2 Scores **Critical Areas** المجالات الأساسية النقاط YES 5 5. Was there any smell of rotten stuff? X NO ¥ هل كان هناك أي رائحة لمواد فاسدة؟ .5 | 5 N/A YES Were there any flies visible in the store or 6. 3 هل كان هناك أي نوع من الحشرات الطائرة X .6 NO ¥ in the eating area? 3 (الذباب) في المحل؟ N/A هل كانت الأضواء والأماكن المثبتة فيها 7. Were Lights and light fixtures functioning Ø properly and unbroken including ones on YES تعمل بصورة جيدة وغير مكسورة بما في menu boards? (Specify location in ذلك أضواء لوحات قائمة الطعام؟ (حدد 2 comments) require comment when الموقع في التصريحات) إذا كانت الإجابة "لا" يرجى التوضيح 2 marked 'No' NO Was the expiry date mentioned on YES X هل كان تاريخ الإنتهاء مذكورا على المواد perishable food items (sandwiches, .8 6 breads, cakes, salads etc...) within the الغذائية القابلة للفساد ضمن مدة الصلاحية؟ 6 NO validity period? (السندويشات، الخيز، الكعكات، السلطات، إلخ..) لا X هل كانت الطاولات والكراسي بحالة جيدة YES Were tables and chairs well maintained and unbroken? require comment when وغير مكسورة؟ إذا كانت الإجابة "لا" يرجى التوضيح 2 NO marked 'No' 2 N/A 10. هل كانت درجة الحرارة مناسبة/ مريحة 10. Was the temperature reasonably X YES comfortable? require comment when بشكل معقول؟ 2 marked 'No' إذا كانت الإجابة "لا" يرجى التوضيح 2 NO YES \boxtimes نعم 11. هل كانت ماسحات الأرضيات بحالة جيدة؟ 11. Were door mats in good condition? require 2 comment when marked 'No' NO اذا كانت الإجابة "لا" يرجى التوضيح ¥ N/A YES 12. Were lights turned on at dusk or sunset 12. هل تم إشعال الأضواء عند بداية الظلام أوالغروب وخلال الجو الماطر؟ 2 NO ¥ and during bad weather? X N/A 13. Were trash / Grease containers clean and X 13. هل كانت سلات المهملات/ حاويات الدهون 3 YES نعم

2. **GREETINGS**

dumpster Lids closed?

2. التحيات/ الترحيبات:

نظيفة وأغطية سلات القمامة مغلقة؟

Scores Critical		Critical Areas	al Areas			المحالات الأساسية		النقاد
6	14.	Were you greeted with a smile when you	YES	X	نعم	هل تم الترحيب بك بابتسامة عندما دخلت		
	entere	entered the store?	NO		¥	الى المحل؟	. 14	6
	3 15. Did they request customers to quit smoking?	YES		نعم			+-	
3		Did they request customers to quit smoking?	NO		¥	هل طلبوا من الزبائن التوقف عن التدخين؟	15	3
			N/A	\boxtimes	لا ينطبق		.15 ا	
6	16.	Did he thank you as you were leaving?	YES	X	نعم	هل قام الموظف/الموظفة بشكرك بينما	.16	\vdash
		NO		¥	کنت تغادر ؟		6	

NO

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3. APPEARANCE AND BEHAVIOR OF STAFF

3. مظهر الموظفين وسلوكهم:

Sc	cores Critical Areas		c Critical Areas		Critical Areas		Critical Areas		Critical Areas		المجالات الأساسية Critical Areas		المجالات الأساسية	اط	
H	17.	Was the staff presentable and well	YES X	نعم	هل كان مظهر الموظفين لانقين ومرتبين/	.17	5								
5		groomed?	ио 🔲	¥	بكامل أناقتهم؟		\sqcup								
	18.	Was he / she able to communicate to	YES 💢	نعم	هل كان الموظف قادرا على التواصل مع	.18	4								
4	I /I	customer?	ио 🔲	¥	الزبون؟										
	19.	Was the staff wearing visible	YES X	نعم	هل كان الموظفين يرتدون بطاقة يظهر عليها	19	3								
3		nametag?	ио □	8	coun't read the name and	1/)									
			YES 🛛	نعم	هل كان الموظفين لبقين وودودين/لطفاء؟	³ / ₂₀	5								
5 20.	Was staff courteous / friendly?	NO 🗌	¥	من کی اسوسیل بیش وردودین رسته در											

4. SERVICE

4. الخدمة:

Sc	ores	Critical Areas				المجالات الأساسية	ناط	النة
	21.	Were the items and ingredients you	YES	X	نعم	هل كانت المواد والمنتجات التي طلبتها متوفرة للشراء؟	.21	
3		ordered available for purchase? require comment when marked 'No'	NO		¥	إذا كانت الإجابة "لا" يرجى التوضيح		3
			N/A		لا ينطبق			
	22.	Did the staff scan all the purchased	YES	X	نعم	هل تفحّص الموظفون جميع المواد التي تمّ شراؤها بدقة؟	.22	
6		items? require comment when marked 'No'		_	.,	إذا كانت الإجابة "لا" يرجى التوضيح		6
			МО	Ц	<i>y</i>			<u> </u>
		plant of the field and perfect item	YES	_	نعم	هل قام الموظفون بفصل المواد الغذائية عن	.23	
4	23.	Did the staff place food and nonfood item in a separate carry bags?				المواد الغير غذائية من خلال وضعها بأكياس مختلفة؟		4
			N/A	X	لا ينطبق 			╁
5	24.	Were you charged the correct amount? require comment when marked 'No'	YES	X	نعم	هل المبلغ الذي طلب منك دفعه صحيحا؟ إذا كانت الإجابة "لا" يرجى التوضيح	.24	5
			NO		¥		22. هل تفحص الموظفون شراؤها بدقة؟ شراؤها بدقة؟ إذا كانت الإجابة "لا" المواد الغير غذائية مختلفة؟ مختلفة؟ إذا كانت الإجابة "لا" إذا كانت الإجابة "لا" اختياريا؟ 25. هل عرض عليك وصاحتياريا؟ 26. هل تمت إعادة باقي المواد الموظف بإعادة الموظف بإعادة الموظف بإعادة الموظف بإعادة الموظف عليك وصاحيح؟	
	0.5	Were you offered a receipt voluntarily?	YES	X	نعم	هل عرض عليك وصل استلام/ فاتورة	.25	6
6	25.	were you offered a receipt voluntarity:	NO		Ŋ	اختیاریا؟		1
		the propert change?	YES		نعم	هل تمت إعادة باقي المبلغ لك صحيحاً؟ هل قام الموظف بإعادة المبلغ المتبقي بشكل	.26	
5	26.	 Were you given the correct change? require comment when marked 'No' 	NO		¥			5
			N/A	X	لا ينطبق			

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Con	nments:		التعليق/ الملاحظات:
			
·	FOR OFFICE USE ONLY	لاستخدام المكتب فقط	

%	النقاط المسجلة ACTUAL SCORE	الحد الأعلى للنقاط MAXIMUM	Evaluation:	نييم:		
			Inviting Interior	جاذبية المنطقة الداخلية	1	
			Greetings	التحيات / الترحيبات	١	
			Appearance and Behavior of Staff		3	
			Service	الخدمة	4	
			TOTAL	مجموع	11	

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ADNOC DISTRIBUTION
MAZYAD S/S - 945
MAZYAD AREA
AL AIN

TOTAL 25.00 QTY 1,00 PRICE 25.00 DESCRIPTION ETISALAT_25 1.00 1.00 1,00 Chiclets Straw

26.00 TOTAL

26.00 CASH PAYMENT

You were served by Operator 1 DATE 30/09/2012 11:08 T1 S2 01 7869 Thanks for Shopping

SERIAL NO. 9

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