Dr-12051	20	6
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PROJECT : ELARA (C-Store FINAL 201	PROJECT	:	ELARA	(C-Store -	FINAL	2012)
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OJECT : ELARA (C-Store - FI	NAL 2012)	P	ROJECT: E	LARA - C-	Store	P	an Arab Resea	rch Center
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	<u> </u>	DATA ENTR	v -		TING		CSA		SR. #
SHOPPER COD		DATALITIN	Number	Name	Number	Name		Number	
146	Name		Hamber	Aman	5051	Jayna	ori		
Gender M F T	Height S T	Built M F	Spectacles Yes No Y	Beard Muses No Yes	No Indian	Pakistani Filip		abs Others:	
EMIRATE	Western	Abu Dhabi	Dubai	Sharjah	At Ain	Umm Al Quwain	Ajman	Ras Al Khaimah	Fujairah
-mii/	Region	ADU DIIGDI	Dubu.	J. 1		Quwaiii		Kildillian	
Limitate	Region	ADU BIIADI		×		Quwaiii			
LimitATE	Region			X					Time out
SITE		Month			Amount (D		of staff	Time In	Time out
				X			7		Time out 23 - 10
	<u>і</u> ч О	Month		Date		hs) #	, 2	Time In	23-10

INTERIOR

جاذبية المنطقة الداخلية: .1

	Critical Areas				المجالات الأساسية	قاط	النة
1.	Were the automatic doors closed and the	YES	X	نعم	هل كانت الأبواب الأوتوماتيكية مغلقة والباب	.1	2
	door and side glass push / pull bars or handle thresholds working in good order?	NO		X	ومسكة/مقبض الباب تعمل وهي بحالة جيدة؟		_
22		YES	X	نعم		.2a	
2 .a.	fingerprints?	NO		X			
2h.	Were doors and windows free of	YES	区	نعم	هل كانت الأبواب والنوافذ خالية من <u>اللطخ،</u>	.2b	3
20.	smudges, spots and streaks?			¥			3
2c.	Were doors and windows clean without a	YES	X	نعم	هل كانت الابواب والنوافذ نظيفة بدون تكاثف الدخل ها ما ديمة:	.2c	
	hazy film (condensation due to climate or	NO		¥	لعاق البحار عليها (تحالف ضبابي بسبب الطقس أو الحرارة)		
		YES		نعم		.3a	
sa.	menu strips on menu board faded ?	NO	X	¥			
	Warned adjains materials Distures and	YES	П	نعد		.3b	
3b.	menu strips on menu board torn? requires	120		-			2
	comment when marked 'Yes'		X	¥	ہد ۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔۔		
		VES	П	نعد	هل كانت المواد الإعلانية، الصور وصور	.3c	
3c.	Were advertising materials, Pictures and menu strips on menu board smudged ?		×	'			
	mond cupe of the		_=			.4a	T
4a	Were counters, display cases, self-service	YES	×	نعم			
'-	areas and dispensers clean? require				المشروبات (dispenser) نظيفة؟		
	comment when marked 'No'	NO	П	¥	إذا كانت الإجابة "لا" يرجى التوضيح		
						•	
			1521	نعد	هل كانت الكاونترات، إطار /صندوق العرض،	.4b)
4b.	Were counters, display cases, self-service and dispensors peat and well	123	لكا	۳			
	stacked? (Should be uncluttered and	NC		v	11 7 7 7 7 1 1 1 1 1 1 1 1 1 1 1 1 1		
	without excessive amounts of products)	NU	Ш	¥	حب أن يكون هناك كمية زائدة منها).		
	2a. 2b. 2c. 3a. 3b.	 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' 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	Inverest Extractal Areas 1. Were the automatic doors closed and the door and side glass push / pull bars or handle thresholds working in good order? YES Yes <td< td=""><td>Ines 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. a. A. String of the pull bars or handle thresholds working in good order? NO YES X X 2a. Were doors and windows free of fingerprints? X X X X 2a. Were doors and windows free of smudges, spots and streaks? X</td></td<>	Ines 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. a. A. String of the pull bars or handle thresholds working in good order? NO YES X X 2a. Were doors and windows free of fingerprints? X X X X 2a. Were doors and windows free of smudges, spots and streaks? X

2 + **Scores Critical Areas** المجالات الأساسية النقاط YES 5 Was there any smell of rotten stuff? X NO هل كان هناك أي رائحة لمواد فاسدة؟ .5 | 5 N/A YES 6. Were there any flies visible in the store or 3 هل كان هناك أي نوع من الحشرات الطائرة .6 X in the eating area? NO (الذباب) في المحل؟ N/A هل كانت الأضواء والأماكن المثبتة فيها Were Lights and light fixtures functioning تعمل بصورة جيدة وغير مكسورة بما في **YES** X properly and unbroken including ones on menu boards? (Specify location in ذلك أضواء لوحات قائمة الطعام؟ (حدّد 2 comments) require comment when الموقع في التصريحات) 2 marked 'No' اذا كانت الإجابة "لا" يرجى التوضيح NO Was the expiry date mentioned on X YES هل كان تاريخ الإنتهاء مذكورا على المواد perishable food items (sandwiches, 6 .8 الغذائية القابلة للفساد ضمن مدة الصلاحية؟ breads, cakes, salads etc...) within the 6 (السندويشات، الخبز، الكعكات، السلطات، إلخ..) لا validity period? NO П هل كانت الطاولات والكراسي بحالة جيدة YE\$ XWere tables and chairs well maintained and unbroken? require comment when وغير مكسورة؟ 2 NO marked 'No' إذا كأنت الإجابة "لا" يرجى التوضيح N/A 10. هل كانت درجة الحرارة مناسبة/ مريحة Was the temperature reasonably X YES comfortable? require comment when بشكل معقول؟ 2 marked 'No' إذا كانت الإجابة "لا" يرجى التوضيح 2 NO ¥ M YES 11. هل كانت ماسحات الأرضيات بحالة جيدة؟ 11. Were door mats in good condition? require نعم 2 comment when marked 'No' П اذا كانت الإجابة "لا" يرجى التوضيح NO ¥ 2 N/A 図 YES 12. Were lights turned on at dusk or sunset 2 12. هل تم إشعال الأضواء عند بداية الظلام NO ¥ and during bad weather? أو الغروب وخلال الجو الماطر؟ N/A Were trash / Grease containers clean and 3 YES Z نعم 13. هل كانت سلات المهملات/ حاويات الدهون dumpster Lids closed? NO ¥ نظيفة و أغطية سلات القمامة مغلقة؟ 2. **GREETINGS** 2. التحيات/ الترحيبات: **Scores Critical Areas** المجالات الأساسية النقاط Were you greeted with a smile when you Z YES 6 هل تم الترحيب بك بابتسامة عندما دخلت .14 entered the store? П NO ¥ إلى المحل؟ YES

NO

N/A

NO

X

×

نعم

نعم

هل طلبوا من الزبائن التوقف عن التدخين؟

هل قام الموظف/الموظفة بشكرك بينما

13

6

.16

15. 3

16.

6

smoking?

Did they request customers to quit

Did he thank you as you were leaving? 57YES

did not say thankyou

3. APPEARANCE AND BEHAVIOR OF STAFF

مظهر الموظفين وسلوكهم:

80	ores	Critical Areas			المجالات الأساسية	اط	النق
5	17.	Was the staff presentable and well groomed?	YES 🗵	نعم لا	هل كان مظهر الموظفين لانقين ومرتبين/ بكامل أناقتهم؟	.17	5
4	18.	Was he / she able to communicate to customer?	YES 🔼	نعم لا	هل كان الموظف قادرًا على التواصل مع الزبون؟	.18	4
3	19.	Was the staff wearing visible nametag?	YES 🔀	نعم لا	هل كان الموظفين يرتدون بطاقة يظهر عليها الاسم بوضوح؟	.19	3
5	20.	Was staff courteous / friendly?	YES 🔀	نعم لا	هل كان الموظفين لبقين وودودين/لطفاء؟	.20	5

4. SERVICE

4. الخدمة:

Sc	ores	Critical Areas				المجالات الأساسية	قاط	الند
	21.	Were the items and ingredients you	YES	X	نعم	هل كانت المواد والمنتجات التي طلبتها متوفرة للشراء؟	.21	
3	21.	ordered available for purchase? require comment when marked 'No'	NO		¥	اذا كانت الإجابة "لا" يرجى التوضيح		3
			N/A		لا ينطبق			_
-	22.	Did the staff scan all the purchased	YES	図	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
			NO					-
	22	Did the staff place food and nonfood item	YES NO	N N	نعم لا	هل قام الموظفون بفصل المواد الغذائية عن المواد الغير غذائية من خلال وضعها باكياس	.23	4
4	23.	in a separate carry bags?	N/A		- لا ينطبق	مختلفة؟		'
-	24.	Were you charged the correct amount?	YES	区	نعم	هل المبلغ الذي طلب منك دفعه صحيحا؟ إذا كانت الإجابة "لا" يرجى التوضيح	.24	5
5		require comment when marked 'No'	NO		¥			
6	25.	Were you offered a receipt voluntarily?	YES	N	نعم	هل عرض عليك وصل استلام/ فاتورة اختياريا؟	.25	6
L	25.	vveie you oncroa a ross.pr <u></u>	NO		<u> </u>			+
	00	Ware you given the correct 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		¥	صحيح؟ إذا كانت الإجابة "لا" يرجي التوضيح		5
			N/A	\boxtimes	لا ينطبق			

+

Τ	*		+			+
	Comments:				التعليق/ الملاحظات:	
	FOR	OFFICE USE ONLY		استخدام المكتب فقط	······································	

%	النقاط المسجلة ACTUAL SCORE	الحد الأعلى للنقاط MAXIMUM	Evaluation:	قىيم:
			Inviting Interior	جاذبية المنطقة الداخلية
			Greetings	التحيات / الترحيبات
- 			Appearance and Behavior of Staff	
			Service	الخدمة
			TOTAL	مجموع

+

DISTRIBUTION AL ISHRAQ S/S-840 AJMAN-SHJ RD SHARJAH ADNOC

TOTAL 6.00 PRICE 6.00 0TY 1,00 DESCRIPTION Masafi MangolL 1.75 1,00 1.75 Pastry Spinach 1.75 1.75 1,00 Pastry Spinach 1.75 1.75 Croissant Choc 1,00 1.75 1.75 Croissant Zatr 1,00 2.00 1,00 2.00 Mihan Prima 15.00 TOTAL 15.00 CASH PAYMENT

You were served by Operator 1 DATE 06/06/2012 23:08 T1 S1 01 2736 Thanks for Shopping

SERIAL NO. 4 2 8

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