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PROJECT : ELARA (C-Store - FINAL 2012)

PROJECT: ELARA - C-Store

Pan Arab	Research	Center

					Emarat إماران	وك 🔲 /	Eppco ابكو/إنا	/ Enoc / 🛭	Adnoc ادنوك 🗴
SHOPPER CODE		DATA ENTR	Y	ED	TING		CSA		SR. #
SHOTT ER GODE	Name	_=	Number	Name	Number	Name		Number	_ 1
123	5a(0	X	900i	Sara	9001		7 7 8	63	
	eight M S T	Built M F	Spectacles Yes No Yo	Beard Muses No Yes		Pakistani Filip	Ethnic Gro ino Expat. Ara		
		<u> </u>		רו שוב		<u> </u>	<u> </u>		
EMIRATE	Western Region	Abu Dhabi	Dubai	Sharjah	Al Ain	Umm Al Quwain	Ajman	Ras Al Khaimah	Fujairah
							Ø		
SITE II)	Month		Date	Amount (Di	ns) #	of staff	Time In	Time out
088	4	0 8	3 1	1	16 0	0 0	2 1	7:10	17:22
TIME OF 10:00 VISIT	10:01- 13:00	13:01- 17:0 17:00 20:	00 24:00	DAY OF VISIT	Sundar	y Monday	Tuesday Wed	dnesday Thurs	sday Friday

1. INTERIOR

1. جاذبية المنطقة الداخلية:

ores	Critical Areas				المجالات الأساسية	ناط	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		¥	*		
2a.		YES	図	نعم		.2a	
	fingerprints?	NO		7			
2b.		YES	図	•		.2b	3
	smudges, spots and streaks?	NO		7			3
2c.		YES	X	نعم		.2c	
	hazy film (condensation due to climate or temperature may be present)	NO		¥	الطقس أو الحرارة)		
3a.	Were advertising materials, Pictures and	YES		نعم		.3a	
ou.	menu strips on menu board faded?	NO	\boxtimes	Y			
3b.	Were advertising materials, Pictures and	YES		نعم		.3b	
	menu strips on menu board <u>torn</u> ? requires comment when marked 'Yes'	МО	区	¥	إذًا كانت الإجابة "نعم" يرجى التوضيح		2
3c.	Were advertising materials, Pictures and	YES		نعم	33 3 3 3	.3c	
	menu strips on menu board smudged?	NO	Z	¥			\perp
		VES	IZI	201	- ,	.4a	
4a.	Were counters, display cases, self-service	123	تحي		31.3.		
	comment when marked 'No'						
		МО	Ш	A			5
					هل كانت الكاه نترات، اطار احيزه قرالعرض	4h	
4b.		YES	Z	نعم	مناطق الخدمة الذاتية وأجهزة المشروبات		
	areas and dispensers <u>neat and well</u>				(dispenser) مرتبة أي غير مكدَّسة (لايجب		
	without excessive amounts of products)	NO		X	3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3		
	2a. 2b. 2c. 3a. 3b. 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' 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? YES X	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. No YES I.a. were doors and windows free of fingerprints? i.a. No YES I.a. Were doors and windows free of smudges, spots and streaks? YES I.a. No YES I.a. No YES I.a. No YES I.a. No I.a. No YES I.a. No I.a. No I.a. No YES I.a. No I.a. No II.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No III.a. No

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 Scores
 Critical Areas
 المجالات الأساسية

 نعم
 YES
 نعم

۳	T	Critical Areas				المجالات الأساسية	ط	نقا
5	5.	Was there any smell of rotten stuff?	YES NO		¥	هل كان هناك أي رائحة لمواد فاسدة؟	.5	5
\vdash	├		N/A	ᆜ	ينطبق			
3	6.	Were there any flies visible in the store or	YES	Ц	نعم	Table to the second of the second	_	
3		in the eating area?	NO	X	¥	هل كان هناك أي نوع من الحشرات الطائرة (الذباب) في المحل؟	.6	3
 	ļ		N/A		لا ينطبق			
2	7.	Were Lights and light fixtures functioning properly and unbroken including ones on menu boards? (Specify location in	YES	Ø	نعم	هل كانت الأضواء والأماكن المثبتة فيها تعمل بصورة جيدة وغير مكسورة بما في ذلك أضواء لوحات قائمة الطعام؟ (حدّد	.7	
_		comments) require comment when marked 'No'	NO		¥	الموقع في التصريحات) إذا كانت الإجابة "لا" يرجى التوضيح		2
6	8.	Was the expiry date mentioned on perishable food items (sandwiches,	YES	Z	نعم	هل كان تاريخ الإنتهاء مذكورا على المواد	.8	
		breads, cakes, salads etc) within the validity period?	NO		ሄ (الغذائية القابلة للفساد ضمن مدة الصلاحية؟ (السندويشات، الخبز، الكعكات، السلطات، الخر.		6
	9.	Were tables and chairs well maintained	YES	X	نعم	هل كانت الطاولات والكراسي بحالة جيدة	.9	
2		and unbroken? require comment when marked 'No'	NO		¥	وغير مكسورة؟ إذا كانت الإجابة "لا" يرجى التوضيح		2
			N/A		لا ينطبق			
2	10.	Was the temperature reasonably comfortable? require comment when	YES	Ø	نعم	. هل كانت درجة الحرارة مناسبة/ مريحة بشكل معقول؟		į
		marked 'No'	NO		Ä	إذا كانت الإجابة "لا" يرجى التوضيح		2
	11.	Were door mats in good condition? require	YES	Z	نعم	1. هل كانت ماسحات الأرضيات بحالة جيدة؟	11	
2		comment when marked 'No'	NO		X,	إذا كانت الإجابة "لا" يرجى التوضيح		2
\dashv			N/A		ينطبق			
2	12.	Were lights turned on at dusk or sunset	YES		نعم	 الشعال الأضواء عند بداية الظلام 	12	
		and during bad weather?	NO N/A		لا لا ينطيق	أو الغروب وخلال الجو الماطر؟	12	2
3	13.	Were trash / Grease containers clean and	YES	図	يىطى <u>ق</u> نعم	 هل كانت سلات المهملات/ حاويات الدهون 	13	-
		dumpster Lids closed?	NO		. Y	نظيفة وأغطية سلات القمامة مغلقة؟	, ,	3

2. GREETINGS

2. التحيات/ الترحيبات:

Sc	ores	Critical Areas				المجالات الأساسية		النقا
6	14.	Were you greeted with a smile when you	YES	図	نعم	هل تم الترحيب بك بابتسامة عندما دخلت	.14	T
L_	ļ	entered the store?	NO		¥	إلى المحلُّ؟		6
	1.5	D: 1.0	YES		نعم			$\vdash \vdash$
3	15.	Did they request customers to quit smoking?	NO		X	هل طلبوا من الزبائن التوقف عن التدخين؟	15	3
			N/A	\boxtimes	لا ينطبق	3. 0.3.0.3.		
6	16.	Did he thank you as you were leaving?	YES	X	نعم	هل قام الموظف/الموظفة بشكرك بينما	.16	
			NO		¥	كنت تغادر؟		6

3. APPEARANCE AND BEHAVIOR OF STAFF

مظهر الموظفين وسلوكهم:

Sc	ores	Critical Areas			المجالات الأساسية	تاط	النة
	17.	Was the staff presentable and well	YES 🛛	نعم	, C.,	.17	5
5		groomed?	NO 🗌	¥	بكامل أناقتهم؟		L
	18.	Was he / she able to communicate to	YES 💢	نعم		.18	4
4		customer?	NO 🗌	3	الزبون؟		Ľ
_	19.	Was the staff wearing visible	YES X	نعم	هل كان الموظفين يرتدون بطاقة يظهر عليها	.19	3
3	,,,,	nametag?	NO 🗌	¥	cant read The Frame !	7)	L
_			YES 🛛	نعم		20	5
5	20.	Was staff courteous / friendly?	ио □	7,	حل کی اسرسیل بنیل وردویی است.	.20	L

4. SERVICE

4. الخدمة:

Sc	ores	Critical Areas				المجالات الأساسية	ناط	النف
	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		¥	شويره نشراء. 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 الّتي تمّ شراؤها بدقة؟	.22	
6		items? require comment when marked 'No'	NO		¥	إذا كانت الإجابة "لا" يرجى التوضيح		6
			YES	図	نعم	هل قام الموظفون بفصل المواد الغذائية عن	23	\vdash
4	23.	Did the staff place food and nonfood item in a separate carry bags?	NO		¥	المواد الغير غذائية من خلال وضعها بأكياس	.20	4
		m a separate carry bags:	N/A		لا ينطبق	مختلفة؟		
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		ß			
6	25.	Were you offered a receipt voluntarily?	YES	X	نعم	هل عرض عليك وصل استلام/ فاتورة	.25	6
	. 20.	Were you offered a receipt voluntarity.	ИО		K	اختياريا؟		
			YES	X	نعم	هل تمت إعادة باقي المبلغ لك صحيحا؟ هل قام الموظف بإعادة المبلغ المتبقي بشكل	.26	
5	26.	Were you given the correct change? require comment when marked 'No'	NO		¥	حم الحريث برقده المبنع المتبعي بشين صحيح؟ إذا كانت الإجابة "لا" يرجي التوضيح		5
			N/A		لا ينطبق	ہے۔ ملک ام جابات کے پرجی اسوصیت		

+	4	+
Coi	mments:	التعليق/ الملاحظات:
		
	FOR OFFICE USE ONLY	لاستخدام المكتب فقط

%	النقاط المسجلة ACTUAL SCORE	الحد الأعلى للنقاط MAXIMUM	Evaluation:	لىيم:	التة
			Inviting Interior	جاذبية المنطقة الداخلية	1
			Greetings	التحيات / الترحيبات	2
			Appearance and Behavior of Staff	مظهر الموظفين وسلوكهم	3
			Service	الخدمة	4
			TOTAL	جموع	الم

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SERIAL NO. 4 6 6 9

ADNOC DISTRIBUTION AL DHIYAFA S/S -884 ALDHIYAFA AREA AJMAN

DESCRIPTION Best Arabic Mi Pstachio Pouch Mixnut Pouch Golden Sesame Golden Sesame Sun Nuts 100g	QTY 1,00 1,00 1,00 1,00 1,00	PRICE 4.00 5.75 1.25 1.00 1.00 3.00	TOTAL 4.00 5.75 1.25 1.00 1.00 3.00
TOTAL			16.00
• =			50.00
CASH PAYMENT			34.00-
CHANGE			01100
Val ware serve	a0 vd h	erator 3	~~ 7005

You were served by Operator 3 03 7825 DATE 11/08/2012 17:22 T1 S3 03 7825

Thanks for Shopping

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