



# Sample Ski Rental Onsite Inspection

Eval Ref Number

Location Group: XXX04-XX. Mtn Resort (2)

Actual Evaluation Date 2/25/200X

Arrival Time: (i.e. 11:32 AM)

Departure Time: (i.e. 11:32 AM)

**Overall Evaluation Score: Pts Earned: 21.75 Possible: 30 Percent: 72%**

## Section 1: Service and Hospitality

### Upon approaching or entering:

Name(s)/(desc) of person who helped you with your rental?

How Long did it take to be greeted?  Within 30 Seconds  31 Sec to 2 Mins  Over 2 minutes

**Please rate each entry with a "1" for yes, a "0" for no or a "N/A" for not applicable.**

- 1. When you entered, was there someone there available to assist you?
- 2. Did the staff member seem competent and instill trust and confidence in their expertise?
- 3. Did employees appear to be busy assisting customers and doing their work (verses engaging in personal conversations, etc.)?
- 4. Were staff personnel well groomed and appropriately attired? (no beanies or knit caps)
- 5. Did the person who gave you your equipment verify your personal information? (height, weight, skier ability level)
- 6. Did the staff offer the "Equipment Protection Plan"?
- 7. Did the staff effectively "upsell"?

### When ringing up your transaction:

Name (desc) of sales assistant that helped you at register:

- 8. Did the checkout person positively interact with you throughout the checkout process?
- 9. Were you charged the proper amount?
- 10. When you left, were you thanked for your patronage?

### Other staff items:

11. Was the length of your wait reasonable considering the goods or services purchased?

12. Overall how well did the staff portray to you that you were a valued customer?

Excellent  Good  Fair  Poor  NA

13. Overall, how would you rate the attitude and effectiveness of the staff you observed?

Excellent  Good  Fair  Poor  NA

Comments: Document all "0" scores and give specific feedback regarding the staff person(s) who assisted you today.

3. The only visible staff member was eating breakfast which he immediately put aside.  
5. The technician set the ski bindings from the information I input on the terminal without any verification.  
7. The clerk inquired as to my skiing and said the silver package would do for me. I had to inquire about an upgrade.  
9. There were no prices posted and there was no detailed receipt so it is impossible to determine if the charge was proper.

Hospitality and Service Score: Pts Earned: 8.5 Possible: 13 Percent: 65%

### Section 2: Products and Services

Please rate each entry with a "1" for yes, a "0" for no or a "N/A" for not applicable.

- 1. Did the staff adequately assist you in determining the goods or services you needed?
- 2. Was the pricing of goods and services clear and easy to understand?
- NA 3. Were the goods or services offered accurately represented?
- 4. Did they treat you fairly and avoid selling goods or services you didn't need?
- NA 5. Were your purchases appropriately packaged, installed or provided?

#### Other items:

- 6. Did the staff appropriately suggest additional related goods or services?
- 8. How would you rate the overall pricing and value of goods/services in this establishment?  
 Excellent  Good  Fair  Poor  NA
- 9. How well did the end results of the goods or services you received meet your expectations?  
 Excellent  Good  Fair  Poor  NA

Merchandise score: Pts Earned: 3.75 Possible: 5 Percent: 75%

Comments: Document all "0" scores and give specific feedback regarding the items you rented today.

- 2. Staffer verbally gave me the price of the gold vs. the silver package but nothing was posted and the receipt was not itemized.
- 6. (should be a 0) No related goods or services were suggested.
- 7. I can only assume the technician properly set the bindings.

### Section 3: Facilities and Atmosphere

- 0 1. Was the location easy to find and was there adequate parking?
- 1 2. Were entry areas clean and clear of snow, ice or debris?
- 1 3. Were the restrooms clean, stocked and functional?
- 1 4. Was the atmosphere, including waiting areas clean and comfortable?
- 1 5. Were the visible work areas clean and well organized?
- 6. Please rate your overall satisfaction with your visit today.  
 Very Satisfied  Satisfied  Somewhat Satisfied  Somewhat Dissatisfied  Dissatisfied  Very Dissatisfied
- 7. Please give us your overall rating of the facilities and atmosphere.  
 Excellent  Good  Fair  Poor  NA
- 8. Based on your overall experience today, how likely are you to return?  
 Very likely  Likely  Unlikely  Very Unlikely  NA

Comments: Document all "0" scores and give specific feedback on how your experience could have been enhanced today.

- 1. Although I had a general idea of the location I had to wonder around to find it. Signage is minimal and there was no locating map or directory.
- 8. I would return in the future and recommend it to a friend.

Facilities/Atmosphere score: Pts Earned: 9.5 Possible: 12 Percent: 79%

#### Replicated Receipt For Purchases

Sample SKI AND BOARD  
1XXX LOWELL AVE  
Your Town, XX, XX068  
XXX-X49-X690  
  
Merchant ID: XXXXXX  
Term ID: 00XXXXXX  
  
xxxxxxx45XX  
VISA Entry Method: Swiped

Replicated  
Receipt or Desc

Total: \$ 74.11

02/25/0XXX:36:27

Inv #:000001 Appr Code: 40

Apprvd: Online

Customer Copy

THANK YOU!