

HOUSEKEEPING

NAME/DESCRIPTION OF EMPLOYEE *Isabelle*

TIME/DATE OF INTERACTION *Wed. October 15th - 5 pm*

SHOPPER INITIAL IMPRESSIONS
Isabelle was the one who came to the room, but another man answer the initial phone call. He did not say his name, but sounded very friendly.

| QUESTION | YES | NO | COMMENTS |
|---|-----|----|--|
| 1. Se | | | <i>Towels</i> |
| 2. Ho | | | <i>5 rings</i> |
| 3. Gr | X | | |
| 4. Dic | | X | |
| 5. Ca | X | | |
| 6. Wa | X | | |
| 7. Err | X | | |
| 8. Wa | X | | <i>Said it would take about 30 minutes before they could deliver more towels</i> |
| 9. Dic | | X | <i>It took about an hour</i> |
| 10. Ho | X | | <i>Isabelle was very sweet</i> |
| 11. Sta | X | | |
| 12. Wa | | X | |
| 13. Was apology for inconvenience made? | | X | |

**Customizable
list of questions**

ADDITIONAL HOUSEKEEPING COMMENTS

Even though I did not get a follow up call, it was only a towel delivery so they knew I was happy when they came.

Overall Experience: *Positive*
Number Correct Out of 12: *7/11*
Percent Score: *64% - Lost points on the details!*