

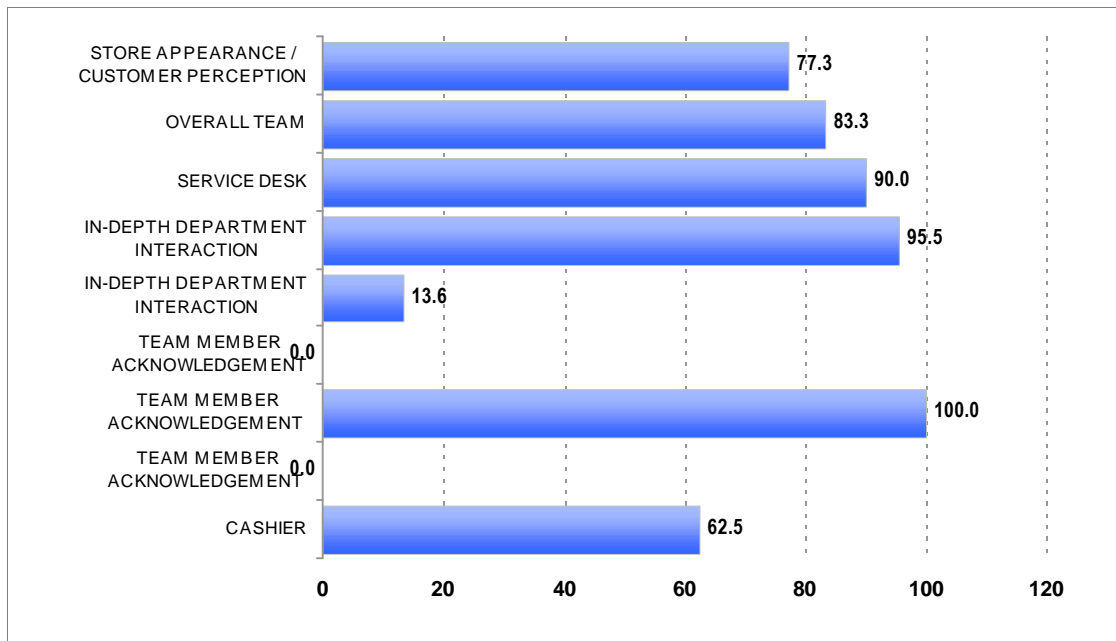
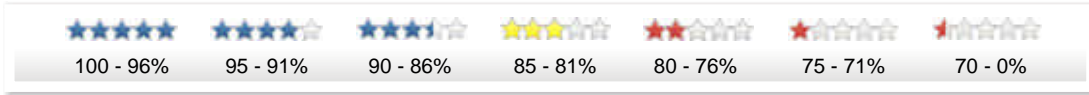
**Location**

MENARDS  
2801 Stewart Avenue  
Wausau, WI 54401  
(715) 261-6408  
Store #:3016

**Details**

Date of visit:	7/1/2009	Day of visit:	Wednesd
Time in:	10:40 am	Time out:	11:20 am
Dispatch ID:	1350222	July	MEN2

SHOPPING REPORT SCORES		Pts Poss	Pts	Percent	Medal
STORE APPEARANCE / CUSTOMER PERCEPTION		110	85	77.3%	★★☆☆☆
OVERALL TEAM		30	25	83.3%	★★★☆☆
SERVICE DESK		50	45	90.0%	★★★★☆
IN-DEPTH DEPARTMENT INTERACTION	Garden Center	110	105	95.5%	★★★★★
IN-DEPTH DEPARTMENT INTERACTION	Plumbing	110	15	13.6%	★☆☆☆☆
TEAM MEMBER ACKNOWLEDGEMENT	Wall-Covering	20	0	0.0%	★☆☆☆☆
TEAM MEMBER ACKNOWLEDGEMENT	Building Materials	30	30	100.0%	★★★★★
TEAM MEMBER ACKNOWLEDGEMENT	Flooring	20	0	0.0%	★☆☆☆☆
CASHIER		80	50	62.5%	★★☆☆☆
<b>Total Score</b>		<b>560</b>	<b>355</b>	<b>63.4%</b>	



**STORE APPEARANCE / CUSTOMER PERCEPTION** Pts / Poss

<b>Exterior</b>		Pts / Poss
PARKING LOT / SIDEWALKS	<input type="radio"/> Completely free of litter and debris and well-maintained <input checked="" type="radio"/> Minor litter or debris visible - not completely maintained <input type="radio"/> Substantial litter or debris visible - Not well-maintained	5 / 10
EXTERNAL CARTS	<input type="radio"/> All carts neatly corralled or stored <input checked="" type="radio"/> A few carts NOT neatly corralled or stored <input type="radio"/> Many carts NOT neatly corralled or stored	5 / 10
Indicate number of loose shopping carts in parking lot upon arrival:	7	
Indicate number of loose shopping carts in parking lot upon departure:	2	
STORE ENTRANCE(S) / EXIT(S) / ENTRYWAY	<input checked="" type="radio"/> Glass on doors and windows clean and smudge-free AND entry area is completely free of litter and debris <input type="radio"/> Glass on windows and doors has minor streaks or smudges OR entry area contains minor litter or debris <input type="radio"/> Glass on windows and doors has substantial streaks or smudges OR entry area contains substantial litter or debris	10 / 10

<b>Interior</b>		Pts / Poss
PROMOTIONAL FLIERS	<input checked="" type="radio"/> Promotional fliers are available in entryway (front door to sales area) AND ad is current for day you are shopping (e.g. items included in ad are actually on sale today) <input type="radio"/> Promotional fliers are NOT posted or available in entryway (front door to sales area) OR ad is NOT current for day you are shopping (e.g. items included in ad are actually on sale today)	10 / 10
INTERNAL CARTS	<input checked="" type="radio"/> Stored in an orderly manner/ in good repair and at least 10 or more available <input type="radio"/> Some not stored orderly OR some in need of repair OR only from 1 to 9 carts available <input type="radio"/> Mostly disorderly OR many in need of repair OR unavailable	10 / 10
LIGHTING / SIGNS	<input type="radio"/> All light fixtures / signs are working AND store well lit <input checked="" type="radio"/> Most light fixtures / signs are working AND store is adequately lit <input type="radio"/> Many light fixtures not working AND store not adequately lit	5 / 10
AISLE APPEARANCE	<input checked="" type="radio"/> Uncoltered and completely free of merchandise, boxes, and debris <input type="radio"/> Somewhat cluttered <input type="radio"/> Very cluttered or difficult for customer to maneuver	10 / 10
RACKS, SHELVES AND ENDCAPS / MERCHANDISE DISPLAYS THROUGHOUT STORE	<input type="radio"/> All appear full, well organized and in good condition <input checked="" type="radio"/> Most appear full, well organized and in good condition <input type="radio"/> Most appear unstocked, poorly organized OR in poor condition	5 / 10
Prices clearly marked (on item, shelf edge or endcap sign)	<input checked="" type="radio"/> All prices observed clearly marked <input type="radio"/> Most prices observed clearly marked <input type="radio"/> Many prices observed not clearly marked	10 / 10
DEPARTMENT / DIRECTIONAL SIGNAGE	<input checked="" type="radio"/> Visible, accurate and well maintained <input type="radio"/> Not visible, inaccurate or poorly maintained	10 / 10
RESTROOM	<input type="radio"/> Clean and well stocked (sufficient supply of soap, towels, and toilet paper) <input checked="" type="radio"/> Mostly clean and well maintained / minor attention needed in one or more areas <input type="radio"/> Cleanliness, maintenance or stocking in need of substantial attention	5 / 10
Indicate which restroom evaluated: M / F	M	
<b>Points Possible</b>	110	<b>Points Scored</b> 85 <b>Percent</b> 77.3%

The sidewalks were clean in front of the store, but there was some debris and carts sitting throughout the parking lot. The store was very clean and well organized, but there were a few burned out light bulbs. I found most displays to be well stock, but they were out of one size baseboard that I needed and only had one left of the next size up. The men's restroom was clean, except that the trash was starting to overflow the container.

**OVERALL TEAM** Pts / Poss

TEAM MEMBER APPEARANCE	<input checked="" type="radio"/> All Team Members observed are well groomed, wearing nametag and company attire (shirts, aprons, vests, etc.) that is free of wrinkles and stains/dirt <input type="radio"/> Is wearing nametag but appearance in need of minor attention in one or more areas <input type="radio"/> Is NOT wearing nametag or appearance / grooming is substantially in need of attention	10 / 10
10-FOOT RULE	<input type="radio"/> As you pass within 10 feet of staff members in any area of store, you are consistently greeted and/or acknowledged with a nod or smile <input checked="" type="radio"/> As you pass within 10 feet of staff members in any area of store, you are often greeted and/or acknowledged with a nod or smile <input type="radio"/> As you pass within 10 feet of staff members in any area of store, you are rarely or never greeted and/or acknowledged with a nod or smile	5 / 10
READY TO SERVE	<input checked="" type="radio"/> Team Members' body language communicates "I have time and interest in helping you?" (upright, not leaning or slouching, arms uncrossed) <input type="radio"/> Team Members' body language does NOT communicate "I have time and interest in helping you?" (closed body language - leaning/slouching or arms folded or crossed)	10 / 10
<b>Points Possible</b>	30	<b>Points Scored</b> 25 <b>Percent</b> 83.3%

As I circulated throughout the store, I passed 8 -10 associates. On two occasions, I was not acknowledged by the associates - once by the patio furniture and once by the Rubbermaid-type storage bins.

SERVICE DESK		Pts / Poss
<b>Henry</b> Age: 36 - 40    Hgt: 5'6 - 5'7    Gender <b>M</b> Glasses <b>N</b> Hair <b>Dark Brown Short</b>		
<b>Service Desk Snapshot</b>		
Indicate number of employees at Service Desk as you approached:	2	
Indicate number of buying GROUPS (a couple or family shopping together is considered 1 buying group) at the Service Desk as you approached:	1	
Indicate what activity the employee with whom you interacted was engaged in as you entered department:	<input type="radio"/> Busy assisting guests / on telephone <input checked="" type="radio"/> Stocking merchandise / paperwork / cleaning or straightening <input type="radio"/> Not busy <input type="radio"/> Not present in department and you must seek out assistance <input type="radio"/> Not present in department but enters later	
<b>Team Member Service</b>		
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	<input checked="" type="radio"/> Initiates a friendly verbal greeting AND offers to assist you <input type="radio"/> Initiates a friendly verbal greeting OR offers to assist you <input type="radio"/> Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	10 / 10
PROJECTS POSITIVE ATTITUDE	<input checked="" type="radio"/> Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (consistently smiles, makes eye contact, and uses upbeat tone of voice that conveys enthusiasm and energy) <input type="radio"/> Pleasant, polite and reserved (e.g. uses minimal gestures and a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested	10 / 10
FOCUSES ON YOU	<input checked="" type="radio"/> Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed <input type="radio"/> Listens but seems distracted by things going on around him/her <input type="radio"/> Does not listen, appears disengaged or unfocused OR makes you feel rushed	10 / 10
ANSWERS QUESTIONS	<input checked="" type="radio"/> Thoroughly answers questions regarding returns policy, available services, rebates, warranties, etc. <input type="radio"/> Answers your questions in an abbreviated fashion / does not provide detail <input type="radio"/> Is NOT able to answer your question	10 / 10
Indicate the question you asked and the product you asked about:	How can I find out if there is any more stock of the baseboard I need?	
Indicate Team Member's response:	He said that he would call back to the department and have Marting meet me.	
EXPRESSES APPRECIATION	<input type="radio"/> Offers a positive closing remark (e.g., thank you, have a nice day, etc.) AND invites you to return <input checked="" type="radio"/> Offers a positive closing remark (e.g., thank you, have a nice day, etc.) OR invites you to return <input type="radio"/> Does NOT offer a positive closing remark (e.g., thank you, have a nice day, etc.) OR invite you to return	5 / 10
<b>Points Possible</b>	50	<b>Points Scored</b> 45 <b>Percent</b> 90.0%

There was one other customer and 2 two associates at the Service Desk. As soon as I approached, Henry put down what he was working on and enthusiastically said, "Good morning! What can we do for you today?" I told him that I had come in to purchase some baseboard but was unable to find an associate in that department. I then asked, "How can I find out if there is any in stock?" Henry apologized for the fact that I could not find assistance and said that he would call someone. He placed the call and told me that Martin would meet me back there. He then asked if he could do anything else for me and I said that was all I needed at the moment. He then thanked me for coming in and said he hoped I was able to find the baseboard I needed. He did not invite me to return.

**IN-DEPTH DEPARTMENT INTERACTION** Pts / Poss

**Cheryl** Age: 31 - 35 Hgt: 5'4 - 5'5 Gender **F** Glasses **Y** Hair **Auburn/Red Shoulder/Collar**

<b>Department Snapshot</b>					
Indicate Department:	Garden Center				
Indicate number of employees in department as you entered:	3				
Indicate number of buying GROUPS (a couple or family shopping together is considered 1 buying group) in the department as you entered (not including yourself):	8				
Indicate what activity the employee with whom you interacted was engaged in as you entered department:	<input checked="" type="radio"/> Busy assisting guests / on telephone <input type="radio"/> Stocking merchandise / paperwork / cleaning or straightening <input type="radio"/> Not busy <input type="radio"/> Not present in department but enters within 3 minutes <input type="radio"/> Not present in department but enters later				
<b>Team Member Service</b>					
A Team Member is available to assist you within 3 minutes of your entering the department OR within 3 minutes of asking for assistance	Yes <input checked="" type="radio"/> No <input type="radio"/>	10 / 10			
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	<input type="radio"/> Initiates a friendly verbal greeting AND offers to assist you <input checked="" type="radio"/> Initiates a friendly verbal greeting OR offers to assist you <input type="radio"/> Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	5 / 10			
PROJECTS POSITIVE ATTITUDE	<input checked="" type="radio"/> Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (consistently smiles, makes eye contact, and uses upbeat tone of voice that conveys enthusiasm and energy) <input type="radio"/> Pleasant, polite and reserved (e.g. uses minimal gestures and a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested	10 / 10			
FOCUSES ON YOU	<input checked="" type="radio"/> Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed <input type="radio"/> Listens but seems distracted by things going on around him/her <input type="radio"/> Does not listen, appears disengaged or unfocused OR makes you feel rushed	10 / 10			
DETERMINES NEEDS	<input checked="" type="radio"/> Asks probing open-ended questions (NOT answered with yes/no) to determine your needs <input type="radio"/> Asks closed-ended questions (answered with yes/no) to determine your needs <input type="radio"/> Does NOT ask any questions regarding your needs	10 / 10			
ESCORTS YOU TO PRODUCT	<input checked="" type="radio"/> Escorts you to product and offers assistance OR finds someone to assist you <input type="radio"/> Correctly points or directs you to product but does NOT offer assistance in department OR find someone to assist you <input type="radio"/> Does not know where to find product and does not find someone else to assist you OR directs you to the wrong place	10 / 10			
ANSWERS QUESTIONS	<input checked="" type="radio"/> Thoroughly answers questions <input type="radio"/> Answers your questions in an abbreviated fashion / does not provide detail <input type="radio"/> Is NOT able to answer your question	10 / 10			
Indicate the question you asked and the product you asked about:	I'm putting in a new flower garden. What plants do you suggest?				
Indicate Team Member's response:	She asked questions to determine what type I needed and suggested Geraniums.				
BUILDS THE SALE	<input checked="" type="radio"/> Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) AND conveys genuine enthusiasm around the recommendation (upbeat tone of voice, etc.) <input type="radio"/> Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) BUT DOES NOT convey genuine enthusiasm around the recommendation (upbeat tone of voice, etc.) <input type="radio"/> Does not suggest at least one additional product other than what you ask about	10 / 10			
CLOSES THE SALE	<input checked="" type="radio"/> Asks for the sale in a way that was comfortable/natural (e.g. "Would you like me to bring this up to the registers for you?" or "Can I put this on your Menards Big Card?") <input type="radio"/> Asks for the sale in a way that was awkward or out of place <input type="radio"/> Does NOT ask for the sale OR asked for the sale in a pushy manner	10 / 10			
CHECKS FOR SATISFACTION	<input checked="" type="radio"/> Asks if all of your questions have been answered AND offers additional assistance if you state an additional need ("Is there anything else I can help you with today?") <input type="radio"/> DOES NOT ask if all of your questions have been answered and does NOT offer additional assistance	10 / 10			
EXPRESSES APPRECIATION	<input checked="" type="radio"/> Offers a positive closing remark (e.g., thank you, have a nice day, etc.) AND invites you to return <input type="radio"/> Offers a positive closing remark (e.g., thank you, have a nice day, etc.) OR invites you to return <input type="radio"/> Does NOT offer a positive closing remark (e.g., thank you, have a nice day, etc.) OR invite you to return	10 / 10			
<b>Points Possible</b>	<b>110</b>	<b>Points Scored</b>	<b>105</b>	<b>Percent</b>	<b>95.5%</b>

Cheryl was helping another guest, but when I entered the aisle they were on, she looked and smiled in acknowledgement. When she was done with the guest, she approached me and asked if I needed help with anything. I told her that I need to find some plants for a new flower garden and asked what she suggested. She asked if I was looking for perennials or annuals and if the garden was in a sunny or shady area. I told her I wanted annuals and that the garden was in full sun most of day. She asked me to follow her and walked me to the area that had the correct type of flowers. She asked if I had any specific color in mind and, when I said that I liked red, she suggested some Geraniums. I said that they looked like they'd be perfect and she asked if I needed some soil or fertilizer as well. I said that the flowers were all I needed and she said, "Great! I can take them to the register for you when you're ready." I said that I wanted to look a bit more first, and she smiled and said, "Well, have fun planting and come back again if you decide you need more."

**IN-DEPTH DEPARTMENT INTERACTION** Pts / Poss

**Max** Age: 20 or less Hgt: 5'8 - 5'9 Gender **M** Glasses **N** Hair **Blonde** Ear Length

<b>Department Snapshot</b>		
Indicate Department:	Plumbing	
Indicate number of employees in department as you entered:	0	
Indicate number of buying GROUPS (a couple or family shopping together is considered 1 buying group) in the department as you entered (not including yourself):	1	
Indicate what activity the employee with whom you interacted was engaged in as you entered department:	<input type="radio"/> Busy assisting guests / on telephone <input type="radio"/> Stocking merchandise / paperwork / cleaning or straightening <input type="radio"/> Not busy <input type="radio"/> Not present in department but enters within 3 minutes <input checked="" type="radio"/> Not present in department	
<b>Team Member Acknowledgement</b>		
A Team Member is available to assist you within 3 minutes of your entering the department OR within 3 minutes of asking for assistance	Yes <input type="radio"/> No <input checked="" type="radio"/>	0 / 10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	<input type="radio"/> Initiates a friendly verbal greeting AND offers to assist you <input type="radio"/> Initiates a friendly verbal greeting OR offers to assist you <input checked="" type="radio"/> Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	0 / 10
PROJECTS POSITIVE ATTITUDE	<input type="radio"/> Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (consistently smiles, makes eye contact, and uses upbeat tone of voice that conveys enthusiasm and energy) <input type="radio"/> Pleasant, polite and reserved (e.g. uses minimal gestures and a positive, steady tone) <input checked="" type="radio"/> Appears to be going through the motions or seems disinterested	0 / 10
FOCUSES ON YOU	<input type="radio"/> Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed <input type="radio"/> Listens but seems distracted by things going on around him/her <input checked="" type="radio"/> Does not listen, appears disengaged or unfocused OR makes you feel rushed	0 / 10
DETERMINES NEEDS	<input type="radio"/> Asks probing open-ended questions (NOT answered with yes/no) to determine your needs <input type="radio"/> Asks closed-ended questions (answered with yes/no) to determine your needs <input checked="" type="radio"/> Does NOT ask any questions regarding your needs	0 / 10
ESCORTS YOU TO PRODUCT	<input checked="" type="radio"/> Escorts you to product and offers assistance OR finds someone to assist you <input type="radio"/> Correctly points or directs you to product but does NOT offer assistance in department OR find someone to assist you <input type="radio"/> Does not know where to find product and does not find someone else to assist you OR directs you to the wrong place	10 / 10
ANSWERS QUESTIONS	<input type="radio"/> Thoroughly answers questions <input checked="" type="radio"/> Answers your questions in an abbreviated fashion / does not provide detail <input type="radio"/> Is NOT able to answer your question	5 / 10
Indicate the question you asked and the product you asked about:	What do I need to seal the connect for these two pieces of PVC?	
Indicate Team Member's response:	He handed me a product and said, "This will do the job."	
BUILDS THE SALE	<input type="radio"/> Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) AND conveys genuine enthusiasm around the recommendation (upbeat tone of voice, etc.) <input type="radio"/> Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) BUT DOES NOT convey genuine enthusiasm around the recommendation (upbeat tone of voice, etc.) <input checked="" type="radio"/> Does not suggest at least one additional product other than what you ask about	0 / 10
CLOSES THE SALE	<input type="radio"/> Asks for the sale in a way that was comfortable/natural (e.g. "Would you like me to bring this up to the registers for you?" or "Can I put this on your Menards Big Card?") <input type="radio"/> Asks for the sale in a way that was awkward or out of place <input checked="" type="radio"/> Does NOT ask for the sale OR asked for the sale in a pushy manner	0 / 10
CHECKS FOR SATISFACTION	<input type="radio"/> Asks if all of your questions have been answered AND offers additional assistance if you state an additional need ("Is there anything else I can help you with today?") <input checked="" type="radio"/> DOES NOT ask if all of your questions have been answered and does NOT offer additional assistance	0 / 10
EXPRESSES APPRECIATION	<input type="radio"/> Offers a positive closing remark (e.g., thank you, have a nice day, etc.) AND invites you to return <input type="radio"/> Offers a positive closing remark (e.g., thank you, have a nice day, etc.) OR invites you to return <input checked="" type="radio"/> Does NOT offer a positive closing remark (e.g., thank you, have a nice day, etc.) OR invite you to return	0 / 10

When I entered the plumbing area, there was one other guest and no associates present. After browsing for three minutes, I went into the electrical department and asked the associate there if he could assist me by the PVC fittings. He quickly said, "Max is in that department today. Let me give him a quick call." He did so and said that Max would meet me over there in just a minute. As I returned to where the PVC fittings were, Max was already walking into the aisle. He said, "What can I help you with?" Max did not smile at all and his tone of voice made me feel rushed and as if I was interrupting something more important. I asked him what I needed to seal the connection for the two pieces of PVC that I was purchasing. He took a tube of pipe adhesive off the peg and handed it to me. He said, "This will do the job," and he turned and walked away. He didn't ask any questions, offer additional assistance or offer any parting remarks.

<b>Points Possible</b>	110	<b>Points Scored</b>	15	<b>Percent</b>	13.6%
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TEAM MEMBER ACKNOWLEDGEMENT		Pts / Poss
<b>Sara</b> Age: 20 or less Hgt: 5'4 - 5'5 Gender <b>F</b> Glasses <b>N</b> Hair <b>Black Long</b>		
<b>Department Snapshot</b>		
Indicate Department:	Wall-Covering	
Indicate number of employees in department as you entered:	1	
Indicate number of buying GROUPS (a couple or family shopping together is considered 1 buying group) in the department as you entered (not including yourself):	0	
Indicate what activity the employee with whom you interacted was engaged in as you entered department:	<input type="radio"/> Busy assisting guests / on telephone <input checked="" type="radio"/> Stocking merchandise / paperwork / cleaning or straightening <input type="radio"/> Not busy <input type="radio"/> Not present in department but enters within 3 minutes <input type="radio"/> Not present in department	
<b>Team Member Acknowledgement</b>		
A Team Member is available and offers assistance within 3 minutes of you entering the department	Yes <input type="radio"/> No <input checked="" type="radio"/>	0 / 10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	<input type="radio"/> Initiates a friendly verbal greeting AND offers to assist you <input type="radio"/> Initiates a friendly verbal greeting OR offers to assist you <input checked="" type="radio"/> Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	0 / 10
If offered assistance, when you asked the Team Member where you could find the assigned product, performs at least ONE of the following behaviors (Check NA if no Team Member is available OR Team Member does NOT offer assistance):	Yes <input type="radio"/> No <input type="radio"/>	N/A
If yes, select all behaviors performed:	<input type="checkbox"/> ESCORTS YOU - Escorts you to product and offers assistance <input type="checkbox"/> BUILDS THE SALE - Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) <input type="checkbox"/> CLOSSES THE SALER - Asks for the sale in a way that was comfortable/natural (e.g. "Would you like me to bring this up to the registers for you?" or "Can I put this on your Menards Big Card?") <input checked="" type="checkbox"/> NA - No Team Member available or Team Member did not offer assistance	
<b>Points Possible</b>	20	<b>Points Scored</b> 0 <b>Percent</b> 0.0%

Sara was sorting wallpaper samples as I stood beside her and looked at samples on another fixture. She glanced over at me a couple of times, but she never offered assistance. After 4 minutes, I left the department.

TEAM MEMBER ACKNOWLEDGEMENT		Pts / Poss
<b>Stephen</b> Age: 20 or less Hgt: 5'6 - 5'7 Gender <b>M</b> Glasses <b>N</b> Hair <b>Blonde Short</b>		
<b>Department Snapshot</b>		
Indicate Department:	Building Materials	
Indicate number of employees in department as you entered:	2	
Indicate number of buying GROUPS (a couple or family shopping together is considered 1 buying group) in the department as you entered (not including yourself):	2	
Indicate what activity the employee with whom you interacted was engaged in as you entered department:	<input type="radio"/> Busy assisting guests / on telephone <input checked="" type="radio"/> Stocking merchandise / paperwork / cleaning or straightening <input type="radio"/> Not busy <input type="radio"/> Not present in department but enters within 3 minutes <input type="radio"/> Not present in department	
<b>Team Member Acknowledgement</b>		
A Team Member is available and offers assistance within 3 minutes of you entering the department	Yes <input checked="" type="radio"/> No <input type="radio"/>	10 / 10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	<input checked="" type="radio"/> Initiates a friendly verbal greeting AND offers to assist you <input type="radio"/> Initiates a friendly verbal greeting OR offers to assist you <input type="radio"/> Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	10 / 10
If offered assistance, when you asked the Team Member where you could find the assigned product, performs at least ONE of the following behaviors (Check NA if no Team Member is available OR Team Member does NOT offer assistance):	Yes <input checked="" type="radio"/> No <input type="radio"/>	10 / 10
If yes, select all behaviors performed:	<input checked="" type="checkbox"/> ESCORTS YOU - Escorts you to product and offers assistance <input type="checkbox"/> BUILDS THE SALE - Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) <input type="checkbox"/> CLOSSES THE SALER - Asks for the sale in a way that was comfortable/natural (e.g. "Would you like me to bring this up to the registers for you?" or "Can I put this on your Menards Big Card?") <input type="checkbox"/> NA - No Team Member available or Team Member did not offer assistance	
<b>Points Possible</b>	30	<b>Points Scored</b> 30 <b>Percent</b> 100.0%

There were two associates in the department. One was assisting another guest and Stephen was looking at something on the computer terminal. I stopped to look at a storm door near him and he immediately said, "Good morning. Are you looking for anything in particular today?" I told him that I had previously purchased the door I was looking at and had forgotten to purchase a handle for it. I then asked where the handles were located. He walked me over to the handles and pointed out what would work for the door I had. He then returned to the computer.

TEAM MEMBER ACKNOWLEDGEMENT				Pts / Poss
Age:	Hgt:	Gender	Glasses	Hair
<b>Department Snapshot</b>				
Indicate Department:	Flooring			
Indicate number of employees in department as you entered:	0			
Indicate number of buying GROUPS (a couple or family shopping together is considered 1 buying group) in the department as you entered (not including yourself):	0			
Indicate what activity the employee with whom you interacted was engaged in as you entered department:	<input type="radio"/> Busy assisting guests / on telephone <input type="radio"/> Stocking merchandise / paperwork / cleaning or straightening <input type="radio"/> Not busy <input type="radio"/> Not present in department but enters within 3 minutes <input checked="" type="radio"/> Not present in department			
<b>Team Member Acknowledgement</b>				
A Team Member is available and offers assistance within 3 minutes of you entering the department	Yes <input type="radio"/>	No <input checked="" type="radio"/>		0 / 10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	<input type="radio"/> Initiates a friendly verbal greeting AND offers to assist you <input type="radio"/> Initiates a friendly verbal greeting OR offers to assist you <input checked="" type="radio"/> Does NOT initiate a greeting or offer to assist you OR greeting is not friendly			0 / 10
If offered assistance, when you asked the Team Member where you could find the assigned product, performs at least ONE of the following behaviors (Check NA if no Team Member is available OR Team Member does NOT offer assistance):	Yes <input type="radio"/>	No <input type="radio"/>		N/A
If yes, select all behaviors performed:	<input type="checkbox"/> ESCORTS YOU - Escorts you to product and offers assistance <input type="checkbox"/> BUILDS THE SALE - Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular item, item that will complement purchase, etc.) <input type="checkbox"/> CLOSSES THE SALE - Asks for the sale in a way that was comfortable/natural (e.g. "Would you like me to bring this up to the registers for you?" or "Can I put this on your Menards Big Card?") <input checked="" type="checkbox"/> NA - No Team Member available or Team Member did not offer assistance			
<b>Points Possible</b>	20	<b>Points Scored</b>	0	<b>Percent</b> 0.0%

After my interaction with Stephen, I looked in all of the other departments and was unable to find any other associates. I looked at the monitor above the desk in the flooring department and it indicated that there should be two associates on duty - Frank W. and Jessica L.

CASHIER				Pts / Poss
<b>Shannon</b>	Age: 20 or less	Hgt: 5'2 - 5'3	Gender <b>F</b> Glasses <b>Y</b> Hair <b>Light Brown Mid-Back</b>	
<b>Check-out Register Snapshot</b>				
Indicate total # of lanes open	4			
Indicate total # of guests in front of you (only include "purchasing guests" - not children, spouses, etc.):	1			
<b>Cashier Team Member Service</b>				
ACKNOWLEDGEMENT	<input checked="" type="radio"/> Immediately as it is your turn in line <input type="radio"/> Not immediately - there is a delay of 10+ seconds OR no acknowledgement offered			10 / 10
INITIATES FRIENDLY GREETING	<input checked="" type="radio"/> Initiates a friendly verbal greeting <input type="radio"/> Does NOT initiate a friendly verbal greeting			10 / 10
PROJECTS POSITIVE ATTITUDE	<input type="radio"/> Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (consistently smiles, makes eye contact, and uses upbeat tone of voice that conveys enthusiasm and energy) <input checked="" type="radio"/> Pleasant, polite and reserved (e.g. uses minimal gestures and a positive, steady tone) <input type="radio"/> Appears to be going through the motions or seems disinterested			5 / 10
CHECKS FOR SATISFACTION	<input type="radio"/> Asks if you found everything you were looking for <input checked="" type="radio"/> DOES NOT ask if you found everything you were looking for			0 / 10
PROMOTES	<input type="radio"/> Asks you if you have a Menards Big Card <input checked="" type="radio"/> DOES NOT ask you if you have a Menards Big Card			0 / 10
EXPLAINS BENEFITS - Only if you indicate you are not a member	<input type="radio"/> Asks you to sign up AND explains and promotes benefits of the Menards Big Card <input type="radio"/> Asks you to sign up but does NOT explain or promote benefits of the Menards Big Card <input type="radio"/> Does NOT ask you to sign up and does NOT explain or promote benefits of the Menards Big Card			N/A
PROCESSES TRANSACTION EFFICIENTLY AND IN A TIMELY MANNER	<input checked="" type="radio"/> Transaction is processed in an efficient and timely manner <input type="radio"/> Transaction was NOT processed in a timely and efficient manner			10 / 10
PROCESSES TRANSACTION CORRECTLY	<input checked="" type="radio"/> All items are rung up and are priced correctly <input type="radio"/> Not all items are rung up correctly but resolves efficiently and to your satisfaction <input type="radio"/> Not all items are rung up correctly and does NOT resolve efficiently and to your satisfaction			10 / 10
EXPRESSES APPRECIATION	<input type="radio"/> Thanks you AND offers a positive closing remark or invitation to return <input checked="" type="radio"/> Thanks you OR offers a positive closing remark or invitation to return <input type="radio"/> Neither thanks you NOR offers a positive closing remark or invitation to return			5 / 10
<b>Points Possible</b>	80	<b>Points Scored</b>	50	<b>Percent</b> 62.5%

When it was my turn, Shannon said hello. She rang my purchases and told me what the total was. I swiped my debit card and she asked me to sign and hit 'accept'. She then handed me my receipt and thanked me. She did not ask if I had found everything or if I had a Menards Big Card. Shannon was polite, but she didn't smile and wasn't outgoing.



OVERALL IMPRESSION / INTENT TO RETURN OR RECOMMEND		Pts / Poss
HOW WOULD YOU RATE YOUR OVERALL SATISFACTION WITH THE OVERALL STAFF ENCOUNTERED?	<input type="radio"/> Highly Satisfied <input type="radio"/> Satisfied <input checked="" type="radio"/> Neither Satisfied nor Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Highly Dissatisfied	
HOW WOULD YOU RATE YOUR SATISFACTION WITH YOUR OVERALL SHOPPING EXPERIENCE TODAY?	<input type="radio"/> Highly Satisfied <input type="radio"/> Satisfied <input checked="" type="radio"/> Neither Satisfied nor Dissatisfied <input type="radio"/> Dissatisfied <input type="radio"/> Highly Dissatisfied	
HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE TODAY?	<input type="radio"/> It was better than I expected! I was wowed and delighted! <input type="radio"/> It was positive but not memorable <input checked="" type="radio"/> It was as good as I expected. I was neither delighted nor disappointed <input type="radio"/> I was slightly disappointed. There was room for improvement <input type="radio"/> It was worse than I expected. I was very disappointed.	
HOW LIKELY WOULD YOU BE TO RETURN TO THIS LOCATION BASED ON YOUR OVERALL SHOPPING EXPERIENCE TODAY?	<input type="radio"/> Highly Likely <input checked="" type="radio"/> Likely <input type="radio"/> Neither Likely nor Unlikely <input type="radio"/> Unlikely <input type="radio"/> Highly Unlikely	
HOW LIKELY WOULD YOU BE TO RECOMMEND THIS STORE TO FAMILY AND FRIENDS?	<input type="radio"/> Highly Likely <input checked="" type="radio"/> Likely <input type="radio"/> Neither Likely nor Unlikely <input type="radio"/> Unlikely <input type="radio"/> Highly Unlikely	
Indicate how you feel this store compares to its competition in this market:	<input type="radio"/> Much Better <input type="radio"/> Better <input checked="" type="radio"/> Neither Better nor Worse <input type="radio"/> Worse <input type="radio"/> Much Worse	
Indicate whom you consider to be the competition:	Home Depot or Lowes	

I received very good help in some areas, but no help in others. Some of the associates were outgoing and helpful and others were not. Overall, it was a good experience, but nothing more than I expected. I am likely to return because, based on my interaction with Henry, I know I could go to the Service Desk and ask for help if I couldn't find it. I would recommend this location and indicate that the person could expect service that is similar to the competition.