

## **MENARDS - DEDICATED TO SERVICE AND QUALITY**



Location

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

**Details** 

Date of visit: Time in: Dispatch ID:

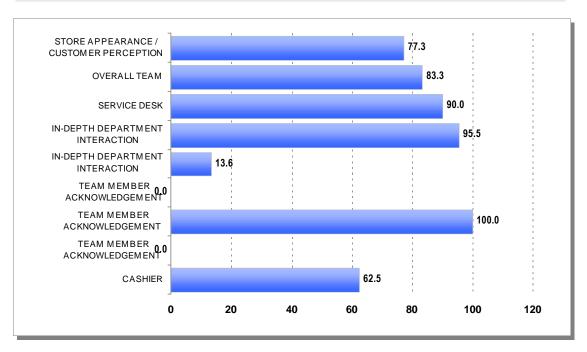
7/1/2009 10:40 am 1350222

Day of visit: Time out: July

Wednesd 11:20 am MEN2

SHOPPING REPORT SCORES		Pts Poss	Pts	Percent	Medal
STORE APPEARANCE / CUSTOMER PERCE	PTION	110	85	77.3%	****
OVERALL TEAM		30	25	83.3%	ARRIGIN
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%	#ninininini
TEAM MEMBER ACKNOWLEDGEMENT	Wall-Covering	20	0	0.0%	#nicional
TEAM MEMBER ACKNOWLEDGEMENT	Building Materials	30	30	100.0%	****
TEAM MEMBER ACKNOWLEDGEMENT	Flooring	20	0	0.0%	#nininini
CASHIER		80	50	62.5%	#nininink
Total Score		560	355	63.4%	





STORE APPEARANCE / CUSTOMER PERC	EPTION I	Pts / Poss
Exterior PARKING LOT / SIDEWALKS		1 /
FARAING LOT / SIDEWALAS	Completely free of litter and debris and well-maintained  Minor litter or debris visible - not completely maintained  Substantial litter or debris visible - Not well-maintained	5/10
EXTERNAL CARTS	All carts neatly corralled or stored	5/10
	A few carts NOT neatly corralled or stored  Many carts NOT neatly corralled or stored	7.10
Indicate number of loose shopping carts in parking lot upon a	rrival: 7	
Indicate number of loose shopping carts in parking lot upon departure:	2	
STORE ENTRANCE(S) / EXIT(S) / ENTRYWAY	Glass on doors and windows clean and smudge-free AND entry area is completely free of litter and debris	10/10
	Glass on windows and doors has minor streaks or smudges OR entry area contains minor litter or debris	
	Glass on windows and doors has substantial streaks or smudges OR entry area contains substantial litter or debris	l
Interior		
PROMOTIONAL FLIERS	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)	10/10
	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)	
INTERNAL CARTS	Stored in an orderly manner/ in good repair and at least 10 or more available	10/10
	Some not stored orderly OR some in need of repair OR only from 1 to 9 carts available	
	Mostly disorderly OR many in need of repair OR unavailable	
LIGHTING / SIGNS	All light fixtures / signs are working AND store well lit	5/10
	Most light fixtures / signs are working AND store is adequately lit  Many light fixtures not working AND store not adequately lit	·
AISLE APPEARANCE	Uncluttered and completely free of merchandise, boxes, and debris	10/10
	Somewhat cluttered  Very cluttered or difficult for customer to maneuver	
RACKS, SHELVES AND ENDCAPS / MERCHANDISE DISP THROUGHOUT STORE	LAYS All appear full, well organized and in good condition	5/10
	Most appear full, well organized and in good condition  Most appear unstocked, poorly organized OR in poor condition	
Prices clearly marked (on item, shelf edge or endcap sign)	All prices observed clearly marked	10/10
	Most prices observed clearly marked  Many prices observed not clearly marked	
DEPARTMENT / DIRECTIONAL SIGNAGE	Visible, accurate and well maintained	10/10
	Not visible, inaccurate or poorly maintained	
RESTROOM	Clean and well stocked (sufficient supply of soap, towels, and toilet paper)	5/10
	Mostly clean and well maintained / minor attention needed in one or more areas	
	Cleanliness, maintenance or stocking in need of substantial attention	l
Indicate which restroom evaluated: M / F	M	
Points Possible 110 Points S	cored 85 Percent 77.3%	I
OVERALL TEAM		Pts / Poss
TEAM MEMBER APPEARANCE	All Team Members observed are well groomed, wearing nametag and company attire (shirts, aprons, vests, etc.) that is free of wrinkles and stains/dirt	10/10
	Is wearing nametag but appearance in need of minor attention in one or more areas	
	Is NOT wearing nametag or appearance / grooming is substantially in need of attention	
10-FOOT RULE	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	5/10
	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	
	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	I
READY TO SERVE	Team Members' body language communicates "I have time and interest in helping you?" (upright, not leaning or slouching, arms uncrossed)	10/10
	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)	1

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.

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.

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SERVICE DESK								ts / Pos
Henry	Age: 36 - 40	Hgt: 5'6 - 5'7	Gender M	Glasses N	Hair	Dark Brown S	hort	
Service Desk Snapshot								
Indicate number of employees at Service Desk as you approached:		2						
ndicate number of buying GROU ogether is considered 1 buying of approached:			1					
ndicate what activity the employ engaged in as you entered depa		teracted was	Stocking m Not busy Not preser		perwork / cl	eaning or straightening ist seek out assistance ater		
Team Member Service								
NITIATES FRIENDLY GREETIN	NG / OFFER OF ASS	SISTANCE	Initiates a t	friendly verbal gr	eeting OR	offers to assist you offers to assist you o assist you OR greeting i	is not	10/10
PROJECTS POSITIVE ATTITUE	DE		assisting y tone of voi	ou (consistently so ce that conveys o polite and reserve	smiles, mak enthusiasm	nd seems to sincerely enj ses eye contact, and uses and energy) es minimal gestures and a	upbeat	10/10
					h the motio	ons or seems disinterester	d	·
FOCUSES ON YOU			distraction Listens but	and does NOT r t seems distracte	nake you fe d by things	ention without interruption bel rushed going on around him/her or unfocused OR makes y		10/10
ANSWERS QUESTIONS				y answers questi		ng returns policy, availabl	le	10/10
			detail	our questions in		ated fashion / does not pro	ovide	
ndicate the question you asked	and the product you	asked about:	How can I fir		is any m	ore stock of the		
ndicate Team Member's respon	se:			he would call	back to	the department and		
EXPRESSES APPRECIATION			Offers a po	ositive closing reases you to return		thank you, have a nice da		5/10
			OR invites	you to return		thank you, have a nice da ark (e.g., thank you, have		

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.

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IN-DEPTH DEPARTMENT INTERACTION	Pt	s / Poss
<b>Cheryl</b> Age: 31 - 35 Hgt: 5'4 - 5'5	Gender F Glasses Y Hair Auburn/Red Shoulder/C	ollar
Department Snapshot 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:	Busy assisting guests / on telephone  Stocking merchandise / paperwork / cleaning or straightening	
	Not busy  Not present in department but enters within 3 minutes  Not present in department but enters later	
Team Member Service		
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 No	10/10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	Initiates a friendly verbal greeting AND offers to assist you	5 /10
	Onitiates a friendly verbal greeting OR offers to assist you  Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	
PROJECTS POSITIVE ATTITUDE	Projects a friendly, outgoing attitude and seems to sincerely enjoy assisting you (consistently smiles, makes eye contact, and uses upbeat	10/10
	tone of voice that conveys enthusiasm and energy)  Pleasant, polite and reserved (e.g. uses minimal gestures and a positive, steady tone)	
	Appears to be going through the motions or seems disinterested	
FOCUSES ON YOU	Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed	10/10
	Listens but seems distracted by things going on around him/her  Does not listen, appears disengaged or unfocused OR makes you feel rushed	
DETERMINES NEEDS	Asks probing open-ended questions (NOT answered with yes/no) to determine your needs	10/10
	Asks closed-ended questions (answered with yes/no) to determine your needs	
	Does NOT ask any questions regarding your needs	Į
ESCORTS YOU TO PRODUCT	Escorts you to product and offers assistance OR finds someone to assist you	10/10
	Correctly points or directs you to product but does NOT offer assistance in department OR find someone to assist you	
	Does not know where to find product and does not find someone else to assist you OR directs you to the wrong place	
ANSWERS QUESTIONS	Thoroughly answers questions	10/10
	Answers your questions in an abbreviated fashion / does not provide detail	/ 10
	Is NOT able to answer your question	I
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	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 (upbe	10/10
	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.)	l
	Does not suggest at least one additional product other than what you ask about	
CLOSES 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?")	10/10
	Asks for the sale in a way that was awkward or out of place  Does NOT ask for the sale OR asked for the sale in a pushy manner	
CHECKS FOR SATISFACTION	Asks if all of your questions have been answered AND offers additional	10 /10
	assistance if you state an additional need ("Is there anything else I can help you with today?")  DOES NOT ask if all of your questions have been answered and does	10/10
	NOT offer additional assistance	
EXPRESSES APPRECIATION	Offers a positive closing remark (e.g., thank you, have a nice day, etc.) AND invites you to return	10/10
	Offers a positive closing remark (e.g., thank you, have a nice day, etc.) OR invites you to return  Does NOT offer a positive closing remark (e.g., thank you, have a nice	
	day, etc.) OR invite you to return	
Points Possible 110 Points Scored	105 <b>Percent 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."

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IN-DEPTH DEPARTMENT INTERACTION		s / Poss
Max Age: 20 or less Hg	gt: 5'8 - 5'9 Gender M Glasses N Hair Blonde Ear Length	
Indicate Department:	Plumbing	
Indicate number of employees in department as you entered	red: 0	
Indicate number of buying GROUPS (a couple or family sh together is considered 1 buying group) in the department a entered (not including yourself):	as you as you	
Indicate what activity the employee with whom you interact engaged in as you entered department:	Stocking merchandise / paperwork / cleaning or straightening  Not busy  Not present in department but enters within 3 minutes	
	Not present in department	
Team Member Acknowledgement		
A Team Member is available to assist you within 3 minutes entering the department OR within 3 minutes of asking for assistance		0/10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTA	Initiates a friendly verbal greeting AND offers to assist you  Initiates a friendly verbal greeting OR offers to assist you  Does NOT initiate a greeting or offer to assist you OR greeting is not friendly	0/10
PROJECTS POSITIVE ATTITUDE	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)	0/10
	Pleasant, polite and reserved (e.g. uses minimal gestures and a positive, steady tone)	
FOOLINGS ON YOU	Appears to be going through the motions or seems disinterested	1 /
FOCUSES ON YOU	Listens attentively, gives undivided attention without interruption or distraction and does NOT make you feel rushed	0/10
	Listens but seems distracted by things going on around him/her  Does not listen, appears disengaged or unfocused OR makes you feel rushed	
DETERMINES NEEDS	Asks probing open-ended questions (NOT answered with yes/no) to determine your needs	0 /10
	Asks closed-ended questions (answered with yes/no) to determine your needs	,
	Does NOT ask any questions regarding your needs	I
ESCORTS YOU TO PRODUCT	Escorts you to product and offers assistance OR finds someone to assist you	10/10
	Correctly points or directs you to product but does NOT offer assistance in department OR find someone to assist you  Does not know where to find product and does not find someone else to assist you OR directs you to the wrong place	
	, , , ,	
ANSWERS QUESTIONS	Thoroughly answers questions  Answers your questions in an abbreviated fashion / does not provide detail	5/10
	Is NOT able to answer your question	
Indicate the question you asked and the product you asked	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	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 (upbe	0/10
	Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular flem, item that will complement purchase, etc.) BUT DOES NOT convey genuine enthusiasm around the recommendation (upbeat tone of voice, etc.)	l
	Obes not suggest at least one additional product other than what you ask about	
CLOSES 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?")	0/10
	Asks for the sale in a way that was awkward or out of place  Does NOT ask for the sale OR asked for the sale in a pushy manner	
CHECKS FOR SATISFACTION	Asks if all of your questions have been answered AND offers additional	I n /
	assistance if you state an additional need ("Is there anything else I can help you with today?")  DOES NOT ask if all of your questions have been answered and does	0/10
	NOT offer additional assistance	
EXPRESSES APPRECIATION	Offers a positive closing remark (e.g., thank you, have a nice day, etc.) AND invites you to return	0/10
	Offers a positive closing remark (e.g., thank you, have a nice day, etc.) OR invites you to return	
	Oces NOT offer a positive closing remark (e.g., thank you, have a nice day, etc.) OR invite you to return	
Points Possible 110 Points	s Scored 15 Percent 13.6%	

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.

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TEAN MEMBER ASSAURANT		Dto / Door
TEAM MEMBER ACKNOWLEDGEMENT	Condex E. Classes M. Hair B. J.	Pts / Poss
Sara Age: 20 or less Hgt: 5'4 - 5'5	Gender <b>F</b> Glasses <b>N</b> Hair <b>Black Long</b>	
Department Snapshot		
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	Busy assisting guests / on telephone	
engaged in as you entered department:	Stocking merchandise / paperwork / cleaning or straightening	
	Not busy	
	Not present in department but enters within 3 minutes	
	Not present in department	
Toom Mambay Asknowledgement		•
Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes	Yes No	
of you entering the department		0/10
INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE	Initiates a friendly verbal greeting AND offers to assist you	0 /10
	Initiates a friendly verbal greeting OR offers to assist you	0/10
	Does NOT initiate a greeting or offer to assist you OR greeting is not	
	friendly	l
If offered assistance, when you asked the Team Member where you	Yes No	NI/A
could find the assigned product, performs at least ONE of the	Ö	N/A
following behaviors (Check NA if no Team Member is available OR Team Member does NOT offer assistance):		
If yes, select all behaviors performed:	ESCORTS YOU - Escorts you to product and offers assistance	
,,	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.)  CLOSES 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	ı
	registers for you?" or "Can I put this on your Menards Big Card?")	
	✓ NA - No Team Member available or Team Member did not offer assistance	
Points Possible 20 Points Scored	O Percent 0.0%	
Points Possible 20 Points Scored	0 Percent 0.0%	Dtc / Doce
TEAM MEMBER ACKNOWLEDGEMENT		Pts / Poss
TEAM MEMBER ACKNOWLEDGEMENT Stephen Age: 20 or less Hgt: 5'6 - 5'7	Gender M Glasses N Hair Blonde Short	Pts / Poss
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot	Gender M Glasses N Hair Blonde Short	Pts / Poss
TEAM MEMBER ACKNOWLEDGEMENT Stephen Age: 20 or less Hgt: 5'6 - 5'7		Pts / Poss
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TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot Indicate Department:  Indicate number of employees in department as you entered:  Indicate number of buying GROUPS (a couple or family shopping	Gender M Glasses N Hair Blonde Short  Building Materials  2	Pts / Poss
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone	Pts / Poss
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TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department	
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TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone  Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department	10/10
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No Initiates a friendly verbal greeting AND offers to assist you	10/
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone  Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No  Initiates a friendly verbal greeting AND offers to assist you Initiates a friendly verbal greeting OR offers to assist you	10/10
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No Initiates a friendly verbal greeting AND offers to assist you	10/10
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TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department  INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE  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):	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No Initiates a friendly verbal greeting AND offers to assist you Initiates a friendly verbal greeting OR offers to assist you Does NOT initiate a greeting or offer to assist you OR greeting is not friendly  Yes No  Yes No  BUILDS THE SALE - Recommends at least one additional product beyond what you ask about (e.g., current promotional item, popular	10/10
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department  INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE  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):	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No Initiates a friendly verbal greeting AND offers to assist you Initiates a friendly verbal greeting OR offers to assist you Does NOT initiate a greeting or offer to assist you OR greeting is not friendly  Yes No  ESCORTS YOU - Escorts you to product and offers assistance 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.)	10/10
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department  INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE  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):	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No Initiates a friendly verbal greeting AND offers to assist you Initiates a friendly verbal greeting OR offers to assist you Does NOT initiate a greeting or offer to assist you OR greeting is not friendly  Yes No  ESCORTS YOU - Escorts you to product and offers assistance 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.)  CLOSES 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	10/10
TEAM MEMBER ACKNOWLEDGEMENT  Stephen Age: 20 or less Hgt: 5'6 - 5'7  Department Snapshot  Indicate Department:  Indicate number of employees in department as you entered:  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):  Indicate what activity the employee with whom you interacted was engaged in as you entered department:  Team Member Acknowledgement  A Team Member is available and offers assistance within 3 minutes of you entering the department  INITIATES FRIENDLY GREETING / OFFER OF ASSISTANCE  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):	Gender M Glasses N Hair Blonde Short  Building Materials  2  2  Busy assisting guests / on telephone Stocking merchandise / paperwork / cleaning or straightening Not busy Not present in department but enters within 3 minutes Not present in department  Yes No Initiates a friendly verbal greeting AND offers to assist you Initiates a friendly verbal greeting OR offers to assist you Does NOT initiate a greeting or offer to assist you OR greeting is not friendly  Yes No  Secont Syou - Escorts you to product and offers assistance 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.)  CLOSES THE SALER - Asks for the sale in a way that was	10/10 10/10

**Points Scored** 

**Points Possible** 

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.

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.

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100.0%

TEAM MEMBER ACKN	OWLEDGEMENT						Pts	/ Poss
	Age: Hg	it: G	ender	Glasses	Hair			
Department Snapshot								
Indicate Department:		Fle	ooring					
Indicate number of employees in	department as you enter	ed: 0						
indicate number of employees in	r department do you enter	ou.						
Indicate number of buying GROU together is considered 1 buying entered (not including yourself):								
Indicate what activity the employ		ted was	Busy ass	sisting guests / on	telephone			
engaged in as you entered depa	rtment:		Stocking	merchandise / pa	aperwork / cleanii	ng or straightening		
			Not busy					
			/	ent in department		3 minutes		
		•	Not pres	ent in department				
Team Member Acknowled	dgement							
A Team Member is available and of you entering the department	d offers assistance within	3 minutes	es	No				0/10
INITIATES FRIENDLY GREETII	NG / OFFER OF ASSIST	ANCE	Initiates	a friendly verbal g	reeting AND offe	ers to assist you		0/10
			Initiates	a friendly verbal g	reeting OR offers	s to assist you		/ 10
		€	Does NO friendly	T initiate a greeti	ing or offer to ass	sist you OR greeting is no	t	
If offered assistance, when you a could find the assigned product, following behaviors (Check NA if Team Member does NOT offer a	performs at least ONE of f no Team Member is avai	the	es	No				N/A
If yes, select all behaviors perfor			FSCOR	rs you - Escorts	s you to product a	and offers assistance		
,,			╡			st one additional product	:	
			beyond b		ut (e.g., current p	romotional item, popular		
			_			n a way that was		
			comforta	ble/natural (e.g. "	Would you like m	ne to bring this up to the ir Menards Big Card?")		
		V	NA - No	Team Member a		Member did not offer		
			assistan	De .				
Points Possible	20 Points	Scored		0	Percent	0.0%		
CASHIER							Pts	/ Poss
Shannon	Age: 20 or less Hg	t: 5'2 - 5'3 G	ender F	Glasses	<b>Y</b> Hair <b>L</b>	ight Brown Mid	-Back	
Check-out Register Snap	shot							
Indicate total # of lanes open		4						
Indicate total # of guests in front	of you (only include "purc	hasing 1						
guests" - not children, spouses,								
Cashier Team Member Se	ervice		N 1		i i			
ACKNOWLEDGEWENT		•		tely as it is your to		ocendo OR no		<sup>10</sup> / <sub>10</sub>
				ediately - there is edgement offered		econds OK no		
INITIATES FRIENDLY GREETII	NG	•		a friendly verbal g	-			<sup>10</sup> /10
		1	Does NO	T initiate a friend	ly verbal greeting	)		
PROJECTS POSITIVE ATTITUI	DE		Projects	a friendly outgoir	ng attitude and se	eems to sincerely enjoy		5 /40
			assisting		smiles, makes e	ye contact, and uses upb	eat	<sup>3</sup> /10
		6		-		nimal gestures and a		
		•		steady tone)	100 (0.g. 0000 mi	riina gootaroo ana a		
			Appears	to be going throu	gh the motions o	r seems disinterested		
CHECKS FOR SATISFACTION								0 /10
			Asks if y	ou found everythin	ng you were look	ing for		0/10
						ing for u were looking for		·
		6						
PROMOTES			DOES N		nd everything yo			0 /10
PROMOTES			DOES N	OT ask if you fou	nd everything you	u were looking for		0/10
	you indicate you are not a	member	Asks you	OT ask if you fou  if you have a Me OT ask you if you	enards Big Card	u were looking for	nards	/ 10
PROMOTES  EXPLAINS BENEFITS - Only if y	ou indicate you are not a	member	Asks you	OT ask if you fou  if you have a Me  OT ask you if you	enards Big Card	u were looking for	nards	0 / <sub>10</sub>
	you indicate you are not a	member	Asks you  Asks you  Asks you  Asks you  Asks you  Asks you	OT ask if you found if you have a Me OT ask you if you to sign up AND of the sign up but do	enards Big Card u have a Menards explains and pror	u were looking for		/ 10
	you indicate you are not a	member	Asks you Asks you Big Card Asks you Menards Does NO	OT ask if you fou  if you have a Me OT ask you if you  to sign up AND of to sign up but do Big Card  or ask you to sign	enards Big Card I have a Menards explains and pror	u were looking for s Big Card motes benefits of the Mer	e	/ 10
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PROCESSES TRANSACTION OF MANNER	EFFICIENTLY AND IN A		Asks you DOES N  Asks you DOES N  Asks you Big Carc Asks you Menards Does NC of the M  Transacd Transacd  All items Not all its to your's  Thanks:	OT ask if you fou  if you have a Me OT ask you if you  it to sign up AND i  it o sign up but de Big Card  it o sign up but de Big Card  or on sign are sign are sign are  it or sign up but de Big Card  or on sign are  are rung up and are  are rung up and  are rung up and  or on  mas are rung up and  are rung up and  or on  mas are rung up and  or on  or or or  or or  or or  or or  or or  or or  or	and everything you enards Big Card u have a Menards explains and pror ones NOT explain in up and does NO in an efficient and coessed in a timel are priced correctly but resolution correctly and does positive closing resolutive closing resolutive closing resolutions.	u were looking for  Big Card  motes benefits of the Mer or promote benefits of the DT explain or promote be d timely manner y and efficient manner tity lives efficiently and to you s NOT resolve efficiently	e nefits  r and	N/A  10/10  10/10

**Points Possible** 

80

**Points Scored** 

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.

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.

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62.5%

Percent

50

<b>OVERALL IMPRESSION / INTENT TO RETURN OF</b>	RECOMMEND	Pts / Poss
HOW WOULD YOU RATE YOUR OVERALL SATISFACTION WITH THE OVERALL STAFF ENCOUNTERED?	Highly Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Highly Dissatisfied	
HOW WOULD YOU RATE YOUR SATISFACTION WITH YOUR OVERALL SHOPPING EXPERIENCE TODAY?	Highly Satisfied Satisfied Neither Satisfied nor Dissatisfied Dissatisfied Highly Dissatisfied	
HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE TODAY?	It was better than I expected! I was wowed and delighted!  It was positive but not memorable  It was as good as I expected. I was neither delighted nor disappointed I was slightly disappointed. There was room for improvement 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?	Highly Likely Likely Neither Likely nor Unlikely Unlikely Highly Unlikely	
HOW LIKELY WOULD YOU BE TO RECOMMEND THIS STORE TO FAMILY AND FRIENDS?	Highly Likely  Likely  Neither Likely nor Unlikely  Unlikely  Highly Unlikely	
Indicate how you feel this store compares to its competition in this market:	Much Better Better Neither Better nor Worse Worse 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.

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