

FUEL STATION

GROCERY STORE AFFILIATE

INSTRUCTIONS

QUESTIONNAIRE

Perform an anonymous evaluation of a fuel station in front of or near an affiliated grocery store (station appearance and service at the kiosk), then make a small purchase to get a receipt.

Before You Begin

- Review your shop confirmation
- Know the observations to make
- Know the date/time to shop

Don't Forget!

- Assess the pumps and fuel pad area
- Assess stock of beverages and snacks
- Make a purchase and get a receipt



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Visit during the day and time listed in your shop confirmation.
- Complete the shop alone, and spend at least 5 minutes on-site.
- Make a small purchase at the kiosk to get a receipt as proof of shop.
 - Some stations do not have drinks or snacks for purchase. At these locations, purchase a small amount of fuel (pay the attendant, not at the pump).
- Get a receipt to upload with your report. Ask for a receipt if you are not offered one.
 - Upload the entire receipt with your report, including the date/time and register info.
 - The uploaded receipt must be legible. If it is not, you will receive a Clarifications request.
- Submit your report to shopperhub.cxgroup.com within 8 hours of completing the shop.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for the evaluated company.

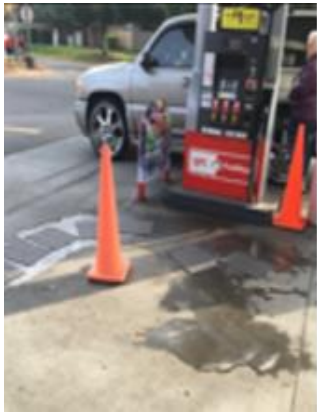


Shop Instructions

Step #1: Make exterior fuel station observations

- Drive around the fuel station before parking your car at a pump.
- Fuel pad must be free of excess dirt/marks/spills or anything else an associate could easily clean up and have no more than 3 areas of trash present.
 - New/wet oil spills that could transfer onto tires or shoes should not be present.
 - Do not evaluate oil stains that have dried onto the pavement. Dried oil stains require an extensive cleaning protocol and cannot be easily cleaned up by associates.

- Pumps must be operational. If a pump is out of order, note whether the pump is marked off with an orange cone or the pump handle is covered by a yellow bag. There should be no more than one pump out of order.





		
<p>Wet/new oil spill that should be cleaned up by associates</p>	<p>Orange cones blocking off an out-of-order fuel pump</p>	<p>Yellow bags noting an out-of-order fuel pump</p>

- After parking at a fuel pump, exit your car to make visual assessments of that pump.
 - ✓ Were window washing supplies available at any pump (at yours or another)?
 - ✓ Did your fuel pump appear clean and in good repair (i.e., handle is not broken or dirty)?
- Look for any of these issues with the overall cleanliness of the fuel station:
 - ✓ Significant debris (cardboard, trash, etc.)
 - ✓ Spills that can be easily cleaned from the fuel pad (coffee or soda)
 - ✓ Full or overflowing trash containers
 - ✓ Significant cleanliness issues with the kiosk glass
- Minor wind debris/dust/water is acceptable based on recent outdoor conditions.
- Images below show cleanliness issues beyond normal conditions.




			
<p>Overfull trash cans</p>	<p>Excessive spills</p>	<p>Excessive dirt</p>	<p>Dirty pump holder</p>

Step #2: Check stock levels of the beverage coolers and snack merchandiser

- Assess the overall stock level of all snack merchandisers and all beverage coolers.
 - Full = overall product stock level is 85% or higher
 - Half full = overall product stock level is roughly 50%
 - Empty = overall product stock level is less than 50%

			
Full snack stock	Half full snack stock	Full beverage stock	Half full beverage stock

- For fuel sites with a convenience store setup instead of outdoor snack/beverage merchandisers, assess the overall stock levels of the snacks and energy drinks.

		
Full snack stock (convenience store)	Full snack stock (convenience store)	Full beverage stock (convenience store)

Step #3: Approach the kiosk and make a purchase

- Select a small item to purchase (or pay the attendant for fuel) to get a receipt.
- Join the line at the kiosk, and approach the window when it's your turn to make your purchase.
- Get the name of the attendant from their name badge.
- Look for any of the following uniform issues:
 - ✓ Clothing has rips/tears, fading, or excessive wrinkles
 - ✓ Not wearing a name badge
 - ✓ Not wearing a yellow safety vest when outside the kiosk or walking the fuel pad
- Get a receipt. Ask for a receipt if one is not provided to you.
- If an attendant is not present, wait at the kiosk for at least 3 minutes to see if someone arrives.
 - If no one arrives, get a receipt by purchasing a small amount of fuel from a fuel pump.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Friendly

1. Fuel attendant's name:

Enter the name from the name badge. Enter 'Unknown' if you were unable to obtain the name. If the name was overheard or you only have a portion of it due to a covered or unreadable name badge, enter the information you have and note that the name was overheard or incomplete. Enter N/A if there was no fuel attendant present.

2. If unable to obtain a name from a name badge, select the reason:

Only select 'No name badge worn' if the fuel attendant was clearly not wearing a name badge at all or if the name badge area of the chest was fully obstructed so that you couldn't tell whether a name badge was worn. Do not select this option if you could see any portion of a name badge but could not read the name.

No name badge worn

Badge unreadable

Badge did not have a name

N/A – name was obtained from a badge

Badge covered

N/A – fuel attendant was not present

3. Was the fuel attendant's attire clean and in good repair?

Attire must be clean and in good repair (no rips, tears, or fading) and not excessively wrinkled. Name badge must be present, and a yellow safety vest must be worn if the attendant was outside the kiosk or walking the fuel pad at any time during your visit.

Yes

N/A – fuel attendant was not present

No

4. If no, what was observed regarding the attendant's appearance?

Select all that apply.

Attire was dirty

Yellow safety vest was not worn while outside the kiosk

Attire was not in good repair (ripped, torn, faded)

Badge was not worn

Attire was wrinkled

Badge did not have a name

N/A

5. Did the fuel attendant provide a pleasant verbal greeting to you and/or any other customers at any point?

Yes

N/A – fuel attendant was not present

No

6. Did the fuel attendant thank you when leaving the kiosk?

Yes

N/A – fuel attendant was not present

No

Full

7. What best describes the stock level of the snack merchandiser?

Full = 85% or more in stock

Half full = 50% in stock

- *Empty = less than 50% in stock*

Full

Empty

Half full

N/A – no snack merchandiser

8. What best describes the stock level of the beverage coolers?

- *Full = 85% or more in stock*

- *Half full = 50% in stock*

- *Empty = less than 50% in stock*

Full

Empty

Half full

N/A – no beverage coolers

9. Were window washing supplies available?

Answer Yes if window washing supplies were available at any pump.

Yes

No

Fresh

10. Were all fueling positions operational?

No = 2 or more fueling positions blocked off by cones or yellow bag on the pump handle

Yes

No

11. Was your fuel pump clean and in good repair?

No = pump handle dirty or broken

Yes

No

12. Were the trash cans less than half full (not full/overflowing)?

Yes

No

13. Was the fuel pad clean and free from debris?

No = excessive dirt/marks/spills that could be easily cleaned by associates, wet/new oil spills, more than 3 areas with trash present, excessively dirty kiosk glass, or empty pallets on the fuel pad

Yes

No

14. Select any specific issues noted in your assessment of fuel station cleanliness:

Select all that apply.

Fuel pad was not clean (excessive dirt, marks, spills were visible)

Fuel pumps were not operational (out of order, blocked by cones, etc.)

Trash (plastic cups and bottles, newspapers etc.) was strewn throughout multiple areas of the fuel pad

Fuel pumps were not clean and in good repair (dirty, broken handle, etc.)

Empty pallets visible on fuel pad

Trash cans were full or overflowing

Excessive smudges, dirt, or fingerprints were visible on the kiosk glass

N/A – no issues

15. Time range for this visit:

11:00am – 2:00pm

5:01pm – 8:00pm

2:01pm – 5:00pm

16. Upload a clear receipt for your purchase:

END OF QUESTIONNAIRE