

THE REALREAL

IN-STORE CONSIGNMENT MYSTERY SHOP

INSTRUCTIONS

QUESTIONNAIRE

The RealReal is a high-end retail consignment store. You will pose as a customer interested in consigning a high-end item. You will bring in a valid item, request information about the consignment process, and obtain a quote to consign your item. You will not actually consign your item. You will evaluate the customer service received.

Before You Begin

- Review your shop confirmation
- Call or look online to confirm business hours
- Review consignment requirements: acceptable brands and items, condition, value, etc.
- Review photo & documentation requirements

Don't Forget!

- Arrive at least 1 hour prior to closing
- Ensure you bring a valid & consignable item
- Ask for name of consignment associate(s)
- Write thorough and detailed narrative
- Take all required photos



General Requirements

- **Submission Deadline: 12:00 PM EST the day following your scheduled shop date.** The deadline is noted in eastern standard time. If your completed survey is not submitted to shopperhub.cxgroup.com by the deadline, it will be automatically cancelled.
- Read all instructions and the entire questionnaire before you complete the shop.
- Answer all questions and provide detailed supporting narrative to explain your responses.
- Get a consignment quote. Ask for this documentation if it is not proactively provided. You will not actually consign your item or purchase anything, but your quote will function as your “receipt” for this shop.
- Take a selfie photo as part of your shop validation.
- Do not reveal your identity as a mystery shopper to anyone at any time.
- Do not say or do anything to limit the opportunity for the associate(s) to perform the behaviors the survey is designed to evaluate.
- If a Quality Assurance Editor contacts you for additional information or clarification about your experience, respond promptly.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for The RealReal.
- If you are already in The RealReal’s system as a member/customer, you are not eligible to complete this shop. Contact your scheduler immediately to have this shop removed from your queue.
- Neither children nor any other guests are allowed to accompany you on this shop—i.e., you must go alone.
- Failure to follow the specifications for this project as outlined in this document may result in shop cancellation and non-payment.



Consignment Requirements

- Bring in a clothing item, handbag, shoes, or accessory that values LESS THAN \$1000. Anything higher than that will require an appointment. This may negatively impact the walk-in interaction and your ability to get a quote on the spot, which will invalidate your shop.
- The item you bring in must be in MINT condition (e.g., not worn, torn, etc.).
- The item you bring in must be included in the ELIGIBLE BRAND and item list.

*****[CLICK HERE](#) to review the list of eligible brands and items.*****

- Brands are listed in alphabetical order.
- The eligible brand you bring in must also be listed as an ELIGIBLE ITEM for that brand. Eligible items will be listed first, followed by the eligible brand for those items only. Not all brands will accept the same items, so carefully review the list to ensure your item is listed under the brand.
- When you click on the link, specific eligible items are listed and categorized, followed by the eligible brands for those specific items.
- If your brand does not list specific eligible items above it, contact your scheduler for clarification before attempting to complete this shop.
- If the item you bring in is not listed as an eligible brand, your shop will not be valid, and you will not be paid.
- If the brand you bring in is not listed under the specific item category for that brand, your shop will be invalid, and you will not be paid. Again, carefully review the list to ensure your item and brand qualify.
- Please note that Coach is no longer an acceptable brand.

****There are thousands of eligible brands—below is a partial list of popular brands. You may be surprised at what brands you own that qualify!*

****Note that this is not all of the options. Please click on the link above to see all brands and items that qualify.****

- | | | | | |
|---------------------------|-------------------|-------------------------------------|------------------------|--|
| • Adidas Yeezy | • Canada Goose | • Jimmy Choo | • Polo Ralph Lauren | • Tory Birch Home |
| • AGOLDE | • Cecelia | • Joie | • Prada | • Tory Sport |
| • Alice + Olivia | • Celine | • Kate Spade New York | • Rag & Bone | • Trina Turk |
| • AllSaints | • Chanel | • London Fog | • Ralph Lauren | • UGG |
| • Alo Yoga | • Chloe | • Longchamp | • Ray-Ban | • Valentino |
| • ASTR | • Christian Dior | • Louis Vuitton | • Rolex | • Varley – women’s coats, jackets, knitwear, suits, & sets |
| • Badgley Mischka | • Dagne Dover | • Marc Jacobs | • Saks Fifth Avenue | • Veja |
| • Balenciaga | • Diesel | • Max Mara | • Sarah Jessica Parker | • Vera Wang |
| • BarBour | • Dolce & Gabbana | • Michael Kors | • Shinola | • Vince |
| • Bergdorf Goodman | • Donna Karan | • Michael Kors Collection | • SKIIM | • Yeezy |
| • Betsey Johnson | • Farm Rio | • Michael Michael Kors | • Sorel | • Yves Saint Laurent |
| • Beyond Yoga | • Fendi | • Monique Lhuillier | • Stella McCartney | • Zac Posen |
| • Birkenstock | • FRAME | • Moschino | • Ted Baker | |
| • Birki’s by Birkenstock | • Frye | • Mother | • The Marc Jacobs | |
| • Birks | • Givenchy | • Neiman Marcus | • Theory | |
| • Burberry | • Gucci | • Patagonia – only outerwear & bags | • Tiffany & Co. | |
| • Calvin Klein Collection | • Hoka | | • Tom Ford | |
| | • Hunter | | • Tory Birch | |
| | • Jason Wu | | | |



Shop Instructions

Step #1: Evaluate the store appearance, merchandising, and layout.

- Evaluate the exterior signage, store cleanliness, ambiance, store scent, music, and restroom.
- Evaluate the podium/drop-off area, how items are handled, and store signage.
- Evaluate the window displays and how informative the digital screens are.
- Write detailed narrative to explain the responses you select for the questions in this section of the survey.

Step #2: Evaluate the retail team engagement and consignment process.

- Evaluate if you are greeted upon entering the store. Wait at least 5 minutes to see if any associate greets you, before you approach the consignment drop-off service desk. If you are not proactively greeted and offered assistance within 5 minutes, then approach the consignment drop-off service desk.
- Wait for an associate who can assist you with the consignment process. You must have a consignment interaction for your shop to be valid.
- You may interact with only one associate (i.e., just the consignor) or you may interact with two associates (i.e., an associate who initially greets/assists you, then hands you off to someone else to assist with the consignment process). Give credit for the retail team and consignment questions in the survey if multiple associates assist with your scenario/consignment request and either associate completes the behavior.
- Evaluate the associate's greeting, appearance, and knowledge.
- Allow the associate the opportunity to ask about the reason for your visit.
- **Present your consignment scenario:**
 - You are interested in getting a quote to potentially consign the item you brought in.
 - Be prepared for the associate to handle the item and thoroughly look over the item.
- Evaluate the associate's response and knowledge related to the consignment process—factors that determine pricing, discounts, commission, using the app to manage your consignment, etc.
- Allow the associate an adequate amount of time to educate you on the consignment process and demonstrate their knowledge. Keep track of what the associate says about the process, but do not prompt for specifics. Let the conversation flow naturally.
- Note if the associate shares information about other services (valuation appointments, current promotions, shopping in-store and online, etc.).
- Ask an open-ended question during your interaction. Your question should evaluate associate knowledge and cannot be answered with Yes or No. Your question is different than your scenario.
- **Valid example questions include:**
 - How long does the quote process take?
 - What is your most popular item you consign?
 - How often do you get new clothing/accessories in?
 - What if my item doesn't sell?
 - How do you display items?
 - How often do you rotate items around the store?
- You should be able to get a quote on the spot for items valued at less than \$1000. If they say you must drop off the item in order to get an accurate quote, ask if they can quote you without doing that and provide an estimate.

- If they still say you must drop the item off or send it in to get an accurate estimate or quote, ask how long this will take and when you can expect to get a quote. Explain you are in a rush and are looking to get a quote now. If they still can't offer a quote, explain all details in your survey.
- Evaluate if the associate explains or shows you how they will store your item, such as placing items in a bag during this process and how they would secure the item. Evaluate if they provide the next steps in the consignment process.
- If you are offered to consign your item, politely decline.
- If you are offered a future appointment to drop your item off for evaluation or to have your item consigned, politely decline.
- **Do NOT actually drop off the item for evaluation and do NOT actually consign your item.** You will not be reimbursed for any consignment fees or costs before, during, or after this shop.
- A purchase is not required for this shop. You will not be reimbursed for any purchases before, during, or after this shop.
- If you are told the item you brought in cannot be consigned, or you are told they cannot provide you a quote, explain all details in your survey form.
- Write detailed narrative in this section of the survey to explain the scenario you presented, the knowledge question you asked, and how the associate(s) responded and assisted you.

Step #3: Conclude your visit.

- If the associate does not proactively offer you a written consignment quote, directly ask for one. You can say you'd like to have written documentation of what your item is worth, but need to think about it more before deciding to consign it.
 - If the only quote they can provide is verbal, provide those details in your survey form.
 - Do NOT request an email copy of your quote unless that is the only option they can provide. If that is the only option, check your email before you leave the store to ensure that you received the quote.
- Evaluate if the associate asks to contact you/follow up. If you are asked for your personal information, politely decline.
- Evaluate if the associate asks you to leave a Google review. (Note: Do NOT actually leave any third-party (Google) reviews.)
- Evaluate closing remarks—the associate must offer a positive closing remark AND invite you to return to get full credit (e.g., "Have a great day, I hope to see you back in store soon!").
- Obtain the name and full description of the sales associate(s). You must obtain the name of the consignor who primarily assists you with your item, quote, and questions. If the sales associate/consignor does not introduce him/herself or is not wearing a name badge, you MUST ask for their name in a natural way before you leave. For example, "What is your name in case I need additional help?" or "You have been very helpful. What is your name in case I have more questions or stop back in?"

Step #4: Evaluate your overall impression.

- Evaluate your overall experience, likelihood to return/recommend, and any opportunities for improvement.
- Base responses on the assumption that you are interested in and regularly shop these brands and price points.

- Do not mark down because the items are too expensive, you don't normally shop these brands, or anything else outside the store's control. Base responses on customer service ONLY and factors within the staff's control.
- Keep the following Brand Standards in mind as you evaluate how your experience aligns with The RealReal's customer experience model:
 - Relate - welcome and engage with every customer
 - Educate - every customer on the consignment process and product knowledge
 - Add On - enhance experience through surfacing additional products and services
 - Lifecycle - encourage and establish continued engagement with The RealReal community



Photo Requirements

ITEM YOU BROUGHT TO CONSIGN:

- Take at least one (1) photo of the item you brought to consign.
- Take this photo BEFORE completing your shop—i.e., at home or before you enter the store, out of sight of staff.
- Do not take a photo at the counter during your interaction. This may result in you being recognized as a mystery shopper.

CONSIGNMENT QUOTE:

- Make every effort to obtain written/physical documentation showing what your item is worth, as outlined in the shop instructions above.
- Take at least one (1) photo of your quote. The information must be clear and readable. Take multiple photos if the information does not clearly fit in one image.

LOCATION EXTERIOR:

- Take at least one (1) photo of the location storefront/exterior.
- This should be a zoomed out photo showing the full storefront and exterior signage. If there are location identifiers present (address on front door, etc.), include in the photo.

LOCATION EXTERIOR SELFIE:

- After your visit, discreetly take one (1) selfie-style photo in front of the location exterior.
- This photo MUST show YOU in the picture (selfie-style).
- The location/building with identifying exterior signage must be visible in the background.
- Note that this photo is different from the regular location exterior photo. You should NOT be in the regular location exterior photo, but you MUST be in the selfie photo—these are two different pictures.

DIRTY/UNKEMPT AREAS:

- If you observe any dirty/unkempt areas in the store, discreetly take at least one (1) photo of each area.
- For example: trash cans overflowing, clothing on the ground, broken knobs, etc.

Shops that do not include the required photos/documentation as outlined above will be rejected without payment.

 **QUESTIONNAIRE**

Shop date:

Start time:

End time:

Store Appearance

1. Exterior signage

- Exterior signage is appealing and fully operational (10 points)
- Exterior signage is appealing but in need of minor attention (5 points)
- Exterior signage is in need of immediate attention (0 points)

2. Fixtures, glass, and display windows cleanliness

- Clean and free of smudges or streaks (10 points)
- Mostly clean with minor smudges or streaks (5 points)
- In need of immediate attention, several smudges or streaks present (0 points)

3. Store cleanliness

- Felt like a luxurious shopping experience - clean and well organized (10 points)
- Felt like a luxurious shopping experience but minor attention required (5 points)
- Did not feel like a luxurious shopping experience - substantial attention required (0 points)

4. Interior store ambiance

- Store interior is clean and inviting - fixtures, walls, and surfaces are well maintained (10 points)
- Store interior is somewhat clean and inviting - fixtures, walls, and surfaces are in need of minor attention (5 points)
- Store interior is NOT clean and inviting - fixtures, walls, and surfaces are in need of immediate attention (0 points)

5. Was the signage throughout the store clear and easy to navigate?

- Yes (10 points)
- No (0 points)

6. Store environment

- Positive, uplifting energy throughout the store - welcoming environment (10 points)
- Feels disinterested/going through the motions - environment is not welcoming (0 points)

7. Store smells pleasant

- Yes (10 points)
- No (0 points)

8. Music playing was pleasant

- Yes (10 points)
- No (0 points)

9. Restroom

- Clean, well maintained, and trash can not overflowing (10 points)
- Minor attention needed to cleanliness/maintenance OR trash can overflowing (5 points)
- Substantial attention needed to cleanliness/maintenance AND trash can overflowing (0 points)

10. Store Appearance Supporting Narrative:

Explain the responses you selected for the Store Appearance questions. Be sure to explain ALL responses of less than full point value. You must enter between 250 and 2500 characters.

Store Organization and Layout**11. Handling of items**

- Item(s) is handled properly and with care, during the drop-off process (10 points)
 Item(s) is NOT handled properly and with care, during the drop-off process (0 points)

12. Was the drop-off area/podium neat and organized?

- Yes (10 points)
 No (0 points)

13. Was store signage available to help understand the consignment process?

- Yes (10 points)
 No (0 points)

14. How would you rate the window displays and messaging in helping you understand what The RealReal had to offer?

- 0 - Not helpful (0 points)
 1 (1 points)
 2 (2 points)
 3 (3 points)
 4 (4 points)
 5 - Very helpful (5 points)

15. How informative were the digital screens on what offers were relevant to the consignment experience?

- 0 - Not informative (0 points)
 1 (1 points)
 2 (2 points)
 3 (3 points)
 4 (4 points)
 5 - Very informative (5 points)

16. Store Organization and Layout Supporting Narrative:

Explain the responses you selected for the Store Organization and Layout questions. Be sure to explain ALL responses of less than full point value. You must enter between 250 and 2500 characters.

Retail Team Engagement**17. Indicate the name of the Associate:**

Enter the name and description in this section for the associate who you first interact with. This may or may not be the same person who helps you with your consignment request. Give credit for questions in this section if either the retail associate or consignor associate completes the behavior.

18. Indicate the approximate age of the Associate:

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 20 or less | <input type="checkbox"/> 41 - 45 |
| <input type="checkbox"/> 21 - 25 | <input type="checkbox"/> 46 - 50 |
| <input type="checkbox"/> 26 - 30 | <input type="checkbox"/> 51 - 55 |
| <input type="checkbox"/> 31 - 35 | <input type="checkbox"/> 56 or older |
| <input type="checkbox"/> 36 - 40 | |

19. Indicate the gender of the Associate:

- Male
- Female
- Prefer not to answer

20. Was the Associate wearing glasses?

- Yes
- No

21. Indicate the hair color of the Associate:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Auburn/Red | <input type="checkbox"/> Brown |
| <input type="checkbox"/> Green/Blue/Purple | <input type="checkbox"/> Dark Brown |
| <input type="checkbox"/> Black | <input type="checkbox"/> Gray/White |
| <input type="checkbox"/> Blonde | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Light Brown | |

22. Indicate the hair length of the Associate:

- | | |
|--|---|
| <input type="checkbox"/> Short | <input type="checkbox"/> Long |
| <input type="checkbox"/> Ear Length | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Mid-Back | |

23. Indicate the approximate height of the Associate:

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less | <input type="checkbox"/> 5'10" |
| <input type="checkbox"/> 5'1" | <input type="checkbox"/> 5'11" |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1" |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus |
| <input type="checkbox"/> 5'8" - 5'9" | |

24. Indicate the apparent race of the Associate:

- | | |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian | <input type="checkbox"/> Native-American |
| <input type="checkbox"/> East Asian | <input type="checkbox"/> Other |
| <input type="checkbox"/> South Asian | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Hispanic | |

25. Were you promptly greeted when you first entered the store?

- Yes (10 points)
- No (0 points)

26. Indicate the exact time it took for an associate to greet you:

Format response as MM:SS (e.g., 01:30 for 1 minute 30 seconds).

27. Additional team members

- When passing by other team members, you were greeted and felt welcomed to the store (10 points)
- When passing by other team members, you are greeted but there was additional opportunity to make you feel welcome (5 points)
- When passing by other team members, you were not greeted or did not feel welcomed to the store (0 points)

28. Did an associate inquire about the reason for your visit?

e.g., build rapport, find common ground, etc.

Yes (10 points)

No (0 points)

29. Introduces self

Introduces him/herself (10 points)

Does NOT introduce him/herself (0 points)

30. Initiates friendly greeting

Initiates a friendly verbal greeting AND engages you in conversation (10 points)

Initiates a friendly verbal greeting OR engages you in conversation (5 points)

Does NOT initiate a friendly verbal greeting AND does NOT engage you in conversation (0 points)

31. 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) (10 points)

Pleasant, polite, and reserved (e.g., uses minimal gestures and a positive, steady tone) (5 points)

Appears to be going through the motions or seems disinterested (0 points)

32. Associate appearance

Neat, professional, and stylish (10 points)

Unprofessional, poorly styled (0 points)

33. Demonstrates knowledge

Seems knowledgeable about the consignment process AND thoroughly answers all of your questions (10 points)

Seems knowledgeable about the consignment process BUT does not thoroughly answers all of your questions (5 points)

Does not seem knowledgeable about the consignment process AND does not thoroughly answers all of your questions (0 points)

34. Indicate question you asked:**35. Indicate associate's response:****36. Invites you to leave a Google review of your store visit**

Yes (10 points)

No (0 points)

37. Expresses appreciation

Offers a positive closing remark (e.g., thank you, have a nice day, etc.) AND invites you to return (10 points)

Offers a positive closing remark (e.g., thank you, have a nice day, etc.) OR invites you to return (5 points)

Does NOT offer a positive closing remark (e.g., thank you, have a nice day, etc.) AND does NOT invite you to return (0 points)

38. Retail Team Engagement Supporting Narrative:

Explain the responses you selected for the Retail Team Engagement questions. Be sure to explain ALL responses of less than full point value. Remember to give credit if either the retail associate or the consignor associate performs the behavior. Explain in your narrative who performed which behavior, if you interacted with multiple associates. You must enter between 250 and 2500 characters.

Consignor Education

39. Indicate the name of the Consignor:

Enter the name and description in this section for the associate who helps you with your consignment request. This may or may not be the same person who you initially interacted with. Give credit for questions in this section if multiple associates assist with your consignment request and either associate completes the behavior.

40. Indicate the approximate age of the Consignor:

- | | |
|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> 20 or less | <input type="checkbox"/> 41 - 45 |
| <input type="checkbox"/> 21 - 25 | <input type="checkbox"/> 46 - 50 |
| <input type="checkbox"/> 26 - 30 | <input type="checkbox"/> 51 - 55 |
| <input type="checkbox"/> 31 - 35 | <input type="checkbox"/> 56 or older |
| <input type="checkbox"/> 36 - 40 | |

41. Indicate the gender of the Consignor:

- Male
 Female
 Prefer not to answer

42. Was the Consignor wearing glasses?

- Yes
 No

43. Indicate the hair color of the Consignor:

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Auburn/Red | <input type="checkbox"/> Brown |
| <input type="checkbox"/> Green/Blue/Purple | <input type="checkbox"/> Dark Brown |
| <input type="checkbox"/> Black | <input type="checkbox"/> Gray/White |
| <input type="checkbox"/> Blonde | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Light Brown | |

44. Indicate the hair length of the Consignor:

- | | |
|--|---|
| <input type="checkbox"/> Short | <input type="checkbox"/> Long |
| <input type="checkbox"/> Ear Length | <input type="checkbox"/> Pulled Back/Up |
| <input type="checkbox"/> Shoulder/Collar | <input type="checkbox"/> Shaved/Bald |
| <input type="checkbox"/> Mid-Back | |

45. Indicate the approximate height of the Consignor:

- | | |
|--------------------------------------|--------------------------------------|
| <input type="checkbox"/> 5' or less | <input type="checkbox"/> 5'10" |
| <input type="checkbox"/> 5'1" | <input type="checkbox"/> 5'11" |
| <input type="checkbox"/> 5'2" - 5'3" | <input type="checkbox"/> 6' - 6'1" |
| <input type="checkbox"/> 5'4" - 5'5" | <input type="checkbox"/> 6'2" - 6'3" |
| <input type="checkbox"/> 5'6" - 5'7" | <input type="checkbox"/> 6'4" plus |
| <input type="checkbox"/> 5'8" - 5'9" | |

46. Indicate the apparent race of the Consignor:

- | | |
|---|---|
| <input type="checkbox"/> African-American | <input type="checkbox"/> Middle Eastern or Arab |
| <input type="checkbox"/> Caucasian | <input type="checkbox"/> Native-American |
| <input type="checkbox"/> East Asian | <input type="checkbox"/> Other |
| <input type="checkbox"/> South Asian | <input type="checkbox"/> Prefer not to answer |
| <input type="checkbox"/> Hispanic | |

47. Associate communicates the factors that will determine pricing for your items Yes (10 points) No (0 points)**48. Associate educates how discounts are applied to consigned items** Yes (10 points) No (0 points)**49. Associate reviews the commission chart and shared what percentage you will earn on your item(s)** Yes (10 points) No (0 points)**50. Associate shows you the "My Sales Page" on The RealReal's app to manage your consignment** Yes (10 points) No (0 points)**51. How well-informed did you feel about The RealReal's consignment process, including the in-store drop-off and next steps after drop-off?** 0 - Not informed/Unaware of TRR's consignment process (0 points) 1 (1 points) 2 (2 points) 3 (3 points) 4 (4 points) 5 - Well informed on TRR's consignment process (5 points)**52. Associate advises on other The RealReal services such as free valuation appointments, current consignment promotions, or shopping in-store and online** Yes (10 points) No (0 points)**53. Indicate which services the associate advised you on:**

Enter between 25 and 1000 characters.

54. Did the associate request your information as a new consignor for further follow-up from The RealReal? Yes (10 points) No (0 points)**55. Did the associate attempt to book a consignment appointment, at-home or in-store, for you?** Yes (10 points) No (0 points)**56. Do you have a photo of the consignment quote you received?**

Select Yes and then upload a photo of your consignment quote. Make sure your images are clear, readable, and not blurry. Upload multiple images if everything does not clearly fit in one photo.

 Yes No**57. Consignor Education Supporting Narrative:**

Explain the responses you provided above for the Consignor Education questions: Explain the responses you selected for the Consignor Education questions. Be sure to explain ALL responses of less than full point value. You must enter between 250 and 2500 characters.

Overall Impression

58. Based on your visit today, how would you rate your overall shopping experience?

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | |

59. Based on your visit today, how likely would you be to return to this location for future shopping needs?

Select a rating based on the customer service only and assuming you are in the market for the types of luxury items sold at this store.

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | |

60. Based on your visit today, how likely would you be to recommend this location to friends and family?

Select a rating based on the customer service only and assuming your friends/family are in the market for the types of luxury items sold at this store.

- | | |
|----------------------------|-----------------------------|
| <input type="checkbox"/> 0 | <input type="checkbox"/> 6 |
| <input type="checkbox"/> 1 | <input type="checkbox"/> 7 |
| <input type="checkbox"/> 2 | <input type="checkbox"/> 8 |
| <input type="checkbox"/> 3 | <input type="checkbox"/> 9 |
| <input type="checkbox"/> 4 | <input type="checkbox"/> 10 |
| <input type="checkbox"/> 5 | |

61. Indicate any area of opportunity that will allow this location to better serve you:

Enter between 3 and 500 characters.

62. Indicate anything that you experienced that made the experience abnormally unique and/or staff went above and beyond:

Enter between 3 and 500 characters.

63. Overall Impression Supporting Narrative:

Explain the responses you selected for the Overall Impression questions. Be sure to explain ALL responses of less than full point value. Do not score down for factors outside the staff's control. You must enter between 250 and 2500 characters.

Shop Validation

64. Do you have a photo of the item you brought to consign?

Select Yes and then upload a photo of the item you brought to consign.

- Yes
 No

65. Do you have a photo of the location exterior?

Select Yes and then upload your photo of the location exterior. This is the regular location exterior photo, not the selfie - you should NOT be in this photo.

- Yes
 No

66. Did you take a location exterior selfie photo?

Select Yes and then upload your selfie showing the location exterior in the background. You MUST be in this photo.

Yes

No

67. If you do not have a photo of the item you brought to consign, a regular location exterior photo, and/or do not have a location exterior selfie, explain why:

Enter N/A if you uploaded all required photos. If you are missing any photos, explain why.

68. Were there any dirty/unkept areas in the store?

Select Yes if there were dirty/unkept areas and upload your photo(s) showing those areas. Select No if there were no dirty/unkept areas.

Yes

No

END OF QUESTIONNAIRE