

CHAPTER AESTHETIC STUDIO

WELLNESS SERVICE EXPERIENCE

INSTRUCTIONS

QUESTIONNAIRE

You will call the location within 24 hours of being assigned to this shop, to schedule an appointment for the \$175 HydraGlow treatment. This is the only eligible treatment. You will then visit the location at your scheduled time to receive the service. You will evaluate aspects of both your pre-visit phone call and in-person visit to the location.

Before You Begin

- Review your shop confirmation & scenario
- Review eligibility requirements
- Know what treatment to schedule—HydraGlow
- Prepare to make your pre-visit phone call
- Review photo & receipt requirements

Don't Forget!

- Call ASAP to schedule your appointment
- Arrive for appt. at least 15 minutes early
- Get names of phone, service, & checkout staff
- Pay attention during all steps of the shop
- Get a receipt, treat sheet, & take a selfie



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 an itemized receipt to upload with your report. Ask for the itemized receipt if you are not offered one.
- Take a selfie photo for shop validation (this is part of your “receipt”).
- 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 Chapter Aesthetic Studio.
- If you have ever received treatment or services from Chapter Aesthetic at any location prior to signing up for this shop, you are not eligible to complete this shop. Contact your scheduler to cancel if you are not eligible.
- Children are not allowed to accompany you on this shop.
- Failure to follow the specifications for this project as outlined in this document may result in shop cancellation and non-payment.



About the Assigned Service: HydraGlow Treatment

- The HydraGlow treatment is a medical-grade facial that helps with dry or dull skin. This is a non-medical treatment and is good for all skin types. It deeply cleanses and is ultra-hydrating. It gently extracts impurities to increase brighter skin. This service takes up to 30 minutes to complete.
- **The HydraGlow treatment is a \$175 service. This is the ONLY ELIGIBLE SERVICE for this shop!**
- Do NOT book any other services, packages, upgrades, etc. or your shop will be invalid and you will not be eligible for reimbursement. When making your appointment, confirm the name and cost of the treatment (HydraGlow, \$175) to ensure you book the correct treatment.

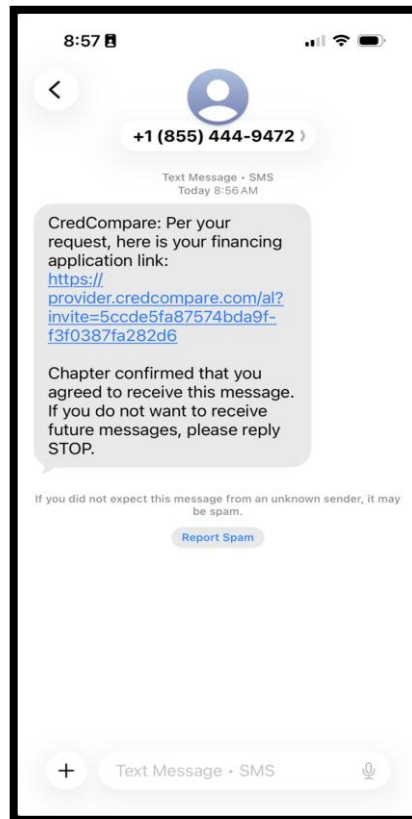


Shop Instructions

Step #1: Call to schedule your appointment ASAP after being assigned to this shop.

- Call the location to schedule your appointment within 24 hours of being assigned to this shop and at least one day in advance of your shop date (i.e., either call the same day you are assigned or the morning of the next business day). Some locations have limited availability, so it's very important that you call ASAP after being assigned to this shop, to ensure you can get an appointment for your assigned shop date.
- You must call during the location's business hours and request to schedule an appointment for your assigned shop date.
- When prompted, press #1 for existing members. Even though you are not an existing member, pressing #1 will route you directly to the individual studio to schedule your appointment and not a call center. (#2 is the prompt for new guests, but doing this will route you to a call center, and for the purpose of this assignment the goal is to schedule directly with the assigned studio—pressing #1 should allow you to do this.)
- If you are told there are no appointments available on your assigned shop date, schedule an appointment for the next available date, and contact your scheduler immediately after the call to reschedule your shop.
- If you are told there are no appointments available within the same month, schedule an appointment for the next available date (even if it's in the next month), and ask to be put on a waitlist—if any earlier appointments become available, someone from the location should contact you so that you can be seen sooner. Contact your scheduler immediately after the call with the details.
- Ask to schedule the HydraGlow treatment. All other services are excluded from this shop, including any package deals and upgrades. Be sure to confirm the price of the treatment to ensure that it matches with the \$175 treatment.
- Be prepared for the associate to ask you questions, including scheduling preferences, questions about your skin type, age, gender, etc.
- Allow the associate to communicate any information about their products and procedures.
- Directly ask if the HydraGlow service is a good fit for you. The associate may ask questions about your medical history or current medications, and there may situations where this service isn't a good fit for you. If that happens, disconnect the call without scheduling an appointment, and contact your scheduler to cancel this shop.

- The name of the phone associate is required. If they do not proactively introduce themselves or you do not understand their name, you must ask for it. If you forget, you can call back (e.g., “I just called and made an appointment, can you tell me who I spoke with?” or “I have another question, can you tell me who was helping me?”). **Your entire shop will be invalid and you will not be eligible for reimbursement without the phone associate’s name.**
- **Confirm that you have received a ‘financing application link’ via text, prior to your scheduled appointment:**



Step #2: Arrive for your scheduled appointment.

- Arrive at least 15 minutes before your scheduled appointment time to fill out any paperwork, discuss the digital skin analysis, and answer pre-appointment questions. You may also be required to sign a waiver.
- Do NOT wear makeup to your appointment.
- Evaluate the check-in process—do you feel welcomed, are you given a “treat sheet” and is it explained, etc.
- If the location is closed upon arrival for any reason, take a photo of the posted store hours, along with an exterior photo and your selfie photo, and contact your scheduler immediately.
- **Observe and evaluate that all staff members adhere to Chapter uniform standards (acceptable uniforms examples shown below).**
 - **If uniform standards were not met, describe which staff member(s) were not meeting the uniform standards, and what was missing.**



What is a treat sheet?

- The treat sheet is a summary of your service needs, goals, and details about the service you are scheduled to receive:

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GUEST INFORMATION

Guest name: _____

Give a friend \$50 on their first treatment: Name, phone number: _____
Name, phone number: _____

TELL US MORE ABOUT YOU

I'm noticing: Brown spots/uneven pigmentation Acne/acne scarring Skin elasticity/sagging Fine lines/deep wrinkles
 Loss of volume Dull looking skin Unwanted facial hair Dark under-eye circles

I'm curious about: Defining & balancing my facial features (fp, cheeks, jawline, chin) Increasing sexual desire Removing unwanted fat & tightening sagging skin Improving jawline & neck contour
 Reducing discomfort from clenching teeth Sleeping better & having more energy Losing weight Excessive underarm perspiration

What methods are you currently using for hair removal on face & body? Shaving Laser Waxing Other

Other concerns: _____
 I am interested in monthly payment options

XEOMIN • BOTOX				
	XEOMIN RETAIL	XEOMIN REWARDS	BOTOX RETAIL	BOTOX REWARDS
Spot treatment	\$438	\$350	\$500	\$400
Upper face	\$834	\$600	\$929	\$650
Full face	\$1,400	\$700	\$1,584	\$950
A-la-carte treatments				
Lip flip	\$177	\$150	\$206	\$175
Masseters	\$706	\$600	\$583	\$750
Underarms or traps	\$1,118	\$950	\$1,412	\$1,200
VI Peel add-on	\$324	\$276	\$324	\$276
	\$	\$	\$	\$

COLLAGEN BUILDER		
	RETAIL	REWARDS
Dermal filler		
Full lips	\$706	\$600
Cheeks	\$1,200	\$1,020
Lips & cheeks	\$1,700	\$1,445
Jawline	\$1,700	\$1,445
Lips, cheeks, & jawline	\$2,500	\$2,125
Radiesse (Series of 3)		
Face / Neck / Chest (one area)	\$1,589	\$1,350
Upper Arms / Abdomen / Thighs (one area)	\$2,780	\$2,363
	\$	\$

LASER SKIN REJUVENATION		
	RETAIL	REWARDS
Face		
HydraGlow facial (series of 6)	\$1,050	\$893
Renew LED upgrade (series of 3)	\$150	\$128
Renew LED upgrade (series of 3)	\$150	\$128
Signature Laser Facial (Series of 6)	\$1,800	\$1,530
CoolPeel® (Series of 3)	\$2,646	\$2,250
VirtueRF (Series of 3)	\$2,823	\$2,400
CO ₂ Fractional	\$2,588	\$2,200
Full CO ₂ (Package of 2)	\$5,176	\$4,400
CO ₂ (1) + CoolPeel (2)	\$4,352	\$3,700
Trilogy Renewal Series	\$3,529	\$2,999
VI Peel (Series of 3)	\$1,146	\$975
SkinPen Microneedling (Series of 3)	\$1,146	\$975
PRP Add-On (Series of 3)	\$1,146	\$975
PRFM Injections (Series of 3)	\$1,938	\$1,648
	\$	\$
Laser hair removal • Unlimited packages		
Full face and neck	\$2,540	\$1,778
Underarm or full arm	\$1,100	\$770
Legs	\$3,300	\$2,310
Bikini or Brazilian	\$2,350	\$1,645
Back and shoulders	\$2,600	\$1,820
	\$	\$

Treatment Plan

TREATMENT

TREATMENT

TREATMENT

TREATMENT

Homecare Regimen

MORNING

EVENING

PROVIDER USE ONLY

<p>XEOMIN & BOTOX Smooth and prevent fine lines and wrinkles.</p>	<p>COLLAGEN BUILDER Sculpt, contour and restore volume.</p>
<p>LASER SKIN REJUVENATION Target fine lines and wrinkles, sun damage, uneven texture and more.</p>	<p>HOMECARE • WELLNESS Enhance results with medical-grade products and wellness solutions.</p>

HOMECARE • WELLNESS		
	RETAIL	REWARDS
CoolSculpting® (cycle)	\$751	\$639
Vitamin injections	\$35	\$30
Addyi	\$750	\$638
	\$	\$

*Prices may vary by studio and/or provider and are subject to change. Ask your provider for current pricing.

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What is the digital skin analysis?

- A specific machine will take in-depth pictures of your skin and measure things like wrinkles, sun damage, bacteria, pores, and more. Your service provider will review the results with you.
- You can learn more about the digital skin analysis [here](#).

Step #3: Receive your facial treatment.

- Obtain the name and description of your service provider. If they do not introduce themselves or aren't wearing a name tag, ask for their name. **Your entire shop will be invalid and you will not be eligible for reimbursement without the service provider's name.**
- Go through the digital skin analysis process.
- Evaluate if the treat sheet is reviewed and if you are asked questions about your goals and interests, such as skincare goals, type of skin, current products used, etc.
- Evaluate the service received during your treatment. Pay attention to the process and presentation of the service, and any recommendations that are offered during the experience.
- The check-in associate or the service provider may complete some of the behaviors in this section of the survey. Give credit if either associate performs the behavior, and explain in your narrative who did what.
- When evaluating the service received, note that ALL behaviors indicated as part of a specific question must be completed to earn the top response, or full credit, for that question. If the associates only complete some of the behaviors, or partial credit, select the bottom response and explain in the narrative what they did and did not do.

Step #4: Complete the checkout process.

- Obtain the name of the reception/checkout staff member. If they aren't wearing a name tag, ask for their name. If you are unable to obtain their name, you must explain why and provide a detailed physical description.
- Evaluate the checkout processes and the information explained to you at departure. Give credit for these questions if either the service provider or the checkout staff member performs the behaviors in this section of the survey, and explain in your narrative who did what.
- **You must tip a minimum of 15%. For a \$175 service, 15% is \$26.** The reimbursement for this shop will cover a 15% tip ($\$175 + \$26 = \$201$).
- Get a copy of your treat sheet that shows the service you had done. If this is not proactively provided to you, ask for a copy. If you were not ever shown a treat sheet, ask if they have any take-home documentation.
- Get an itemized receipt that shows the cost of the service and amount paid (including tip). The receipt should also show the location and date information. If you are not proactively given an itemized receipt, ask for one.
- **Your shop will be invalid and reimbursement for be forfeited if you do not provide a copy of your treat sheet and itemized receipt.**
- If you are asked to become a member or join a mailing list or rewards program, politely decline.
- If you are asked to schedule another appointment for additional services, politely decline and say that you will call back to schedule something at a later time.
- It is important for the health of your skin that you follow all post-treatment procedures as outlined by the staff members. For example, they may say to drink lots of water or temporarily avoid certain skincare products.



Photo & Receipt Requirements

LOCATION EXTERIOR:

- Take at least one (1) photo of the location storefront/exterior.
- This should be a zoomed out photo showing the full storefront/entrance and identifying signage. If there are

location identifiers present (address on front door, etc.), include in the photo.

LOCATION EXTERIOR SELFIE:

- 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 that you will upload in your survey.
- You should **NOT** be in the regular location exterior photo that you upload in your survey, but you **MUST** be in the selfie photo that you upload in the Shop Validation section—these are two different pictures.

ITEMIZED RECEIPT:

- Ask for an itemized receipt if the associate does not give you one.
- Write the shop number on your receipt, in blue or black ink, and upload a **PHOTO** of that receipt. A scanned image/PDF will **NOT** be accepted. You must **handwrite** the shop number in ink.
- Check your receipt photo prior to upload to ensure the image is large enough and the receipt text is readable.

TREAT SHEET:

- Take two (2) photos of the treat sheet—one of the front side and one of the back side.
- The service provider may proactively provide you with a treat sheet comprehensive plan at the end of your visit. If they do not, you will need to ask for a copy of your treat sheet at checkout.
- The treat sheet should show the service you had done today and may also include details/recommendations for future services or home care.

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



QUESTIONNAIRE

Shop date:

Start time:

End time:

Pre-Visit Phone Call

1. Date of your call:

Format response as MM/DD/YYYY

2. Time of your call:

Format response as hh:mm AM/PM

3. Staff member provides their name

Select Yes only if the staff member provides their name proactively (e.g., they introduce themselves when answering the phone).

Yes (10 points)

No (0 points)

4. Indicate the name of the staff member who answered the phone:

If the staff member does not provide their name proactively OR you don't understand it, you must ask for their name.

5. Phone reservation handled efficiently

Yes (10 points)

No (0 points)

6. You were sent a financing application link via text prior to your appointment

Yes – received financing application link prior to appointment (10 points)

No – link was not sent prior to appointment (0 points)

7. Pre-Visit Phone Call Supporting Narrative:

Explain the responses you selected for the Pre-Visit Phone Call questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

First Impression

8. Did you take a photo of the location exterior?

Select Yes and upload your photo of the location exterior. Your photo must show the location name and entrance.

Yes

No

9. You feel welcomed upon arrival from the staff

Yes (10 points)

No (0 points)

10. You are given a treat sheet to be completed

The "treat sheet" is a summary of your service needs, goals, and details about the service you are scheduled to receive. An example photo of a blank treat sheet is provided in your shop instructions.

Yes (10 points)

No (0 points)

11. Provides a clear explanation of the treat sheet and its purpose

Yes (10 points)

No (0 points)

12. Staff members adhere to Chapter uniform standards

All observed staff (FOH and BOH) members are wearing Chapter scrubs and name tags (10 points)

One or more staff members were observed wearing scrubs but name tags are missing or inconsistent (5 points)

One or more staff members were observed not wearing Chapter scrubs and/or name tags (0 points)

13. If uniform standards were not followed, describe what was observed:

Describe who was visible, what was missing, and whether issue was FOH, BOH, or both. You must enter between 25 and 500 characters.

14. First Impression Supporting Narrative:

Explain the responses you selected for the First Impression questions. Be sure to explain ALL responses of less than full point value. You must enter between 75 and 2000 characters.

Treatment Experience

15. Indicate the name of the Service Provider:

16. Indicate the approximate age of the Service Provider:

20 or less

21 - 25

26 - 30

31 - 35

36 - 40

41 - 45

46 - 50

51 - 55

56 or older

17. Indicate the gender of the Service Provider:

Male

Female

Prefer not to answer

18. Was the Service Provider wearing glasses?

Yes

No

19. Indicate the hair color of the Service Provider:

Auburn/Red

Green/Blue/Purple

Black

Blonde

Light Brown

Brown

Dark Brown

Gray/White

Shaved/Bald

20. Indicate the hair length of the Service Provider:

Short

Ear Length

Shoulder/Collar

Mid-Back

- Long
- Pulled Back/Up
- Shaved/Bald

21. Indicate the approximate height of the Service Provider:

- | | |
|--------------------------------------|--------------------------------------|
| <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" | |

22. Indicate the apparent race of the Service Provider:

- | | |
|---|---|
| <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 | |

23. Treatment start time:

Format response as hh:mm AM/PM

24. Treatment end time:

Format response as hh:mm AM/PM

25. Service provider conducts a digital skin analysis and reviews results

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior. The associate must conduct the skin analysis AND review your results to earn "Yes" response. If they only earn partial credit, select No and explain in the narrative.

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

26. Service provider reviews treat sheet and asks probing questions about your goals and interests

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

- Service provider proactively asks open-ended questions to determine your goals and interests (10 points)
- Service provider does NOT ask questions to determine your goals and interests (0 points)

27. Service provider uses a hand mirror/photos to discuss goals and guide the assessment

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

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

28. Service provider presents you with a comprehensive treatment plan outlining which treatment(s) would be best to achieve your needs and goals

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

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

29. Service provider recommends appropriate home care products to achieve stated goals

Service provider or reception associate must educate on skincare AND discuss products to earn the top response. If they only earn partial credit, select the bottom response and explain in the narrative.

- Educates you on your skin care needs AND associated products appropriate for home care needs (10 points)
- Does NOT discuss your skin care needs or associated products appropriate for home care needs (0 points)

30. Monthly payment options discussed during treatment plan / treat sheet review

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

- Provider clearly discusses monthly payment options while reviewing the treatment plan or treat sheet (10 points)
 Monthly payment options are mentioned but not clearly explained (5 points)
 Monthly payment options are not discussed (0 points)

31. Provider asks whether you would like help applying for monthly payments today

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

- Team member actively offers help applying today (10 points)
 Team member mentions monthly payments but does not offer application help (5 points)
 Team member does not offer help applying (0 points)

32. Service provider presents and explains treatment package option(s)

Service provider or reception associate must present AND explain package options to earn "Yes" response. If they only earn partial credit (e.g., present packages but don't explain them), select No and explain in the narrative.

- Yes (10 points)
 No (0 points)

33. Service provider brings you to home care area and allows you to test home care products, prior to checking out

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

- Yes (10 points)
 No (0 points)

34. Provides you with the treat sheet detailing your comprehensive plan

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

- Provides the treat sheet comprehensive plan including prescribed treatments and home care (10 points)
 Does NOT provide a treat sheet plan (0 points)

35. Do you have a photo of the treat sheet comprehensive plan?

This upload space directly relates to the prior question. If you received a treat sheet comprehensive plan, select Yes and upload two photos—one photo of the front side of the treat sheet, and one photo of the back side of the treat sheet.

- Yes
 No
 N/A

36. Treatment Experience Supporting Narrative:

Explain the responses you selected for the Treatment Experience questions. Be sure to explain ALL responses of less than full point value. Note which behaviors were completed by the reception associate and which behaviors were completed by the service provider. You must enter between 75 and 2000 characters.

Checkout Experience**37. Indicate the name of the reception/checkout staff member:**

Refers to the checkout staff member. Ask for their name if they do not introduce themselves or aren't wearing a name tag. If you are unable to get their name, explain why and provide a detailed physical description.

38. Service provider informs the reception/checkout staff when you are to return for next appointment

Give credit if either the service provider or the reception associate recommends when to return for your next appointment.

- Yes (10 points)
 No (0 points)

39. Referral program mentioned

This may be done by the reception associate or the service provider. Give credit if either associate performs the behavior.

- Service provider asks you for referrals AND provides the \$50 referral gift card to distribute (10 points)
 Service provider asks you for referrals but does NOT provide the \$50 referral gift card to distribute (5 points)
 Service provider does NOT ask for referrals (0 points)

40. Informed of package options for prescribed treatments

Select Yes if either the service provider or the reception associate informs you of package options.

- Yes (10 points)
 No (0 points)

41. Chapter members program

Select Yes if either the service provider or the reception associate explains the rewards program.

- Chapter member rewards program and savings explained (10 points)
 Does not explain the Chapter member rewards program (0 points)

42. Clearly explains financing options

Select Yes if either the service provider or the reception associate explains the financing options available.

- Fully explains the financing options available (Care Credit, AfterPay, etc.) (10 points)
 Opportunity exists to better explain the financing options (somewhat unclear or clarifying questions need to be asked) (5 points)
 Does NOT explain the financing options at all (0 points)

43. Checkout Experience Supporting Narrative:

Explain the responses you selected for the Checkout Experience questions. Be sure to explain ALL responses of less than full point value. Note which behaviors were completed by the reception associate and which behaviors were completed by the service provider. You must enter between 75 and 1000 characters.

Overall Experience

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

Rate your overall experience today, with 0 being an extremely negative experience and 10 being an extremely positive 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 | |

45. Based on your visit today, how likely would you be to return to this location for future services?

Based on this experience and assuming you are in the market for the services offered, rate how likely you would be to return to this location, with 0 being not at all likely and 10 being extremely likely. Consider the customer service experience only. Do not consider external factors such as service price, distance from your home, or other factors outside the staff's control.

- | | |
|----------------------------|-----------------------------|
| <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 | |

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

Based on this experience, rate how likely you would be to recommend this location to someone who is in the market for the services offered, with 0 being not at all likely and 10 being extremely likely.

- | | |
|----------------------------|-----------------------------|
| <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 | |

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

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

49. Overall Experience Supporting Narrative:

Explain the responses you selected for the Overall Experience 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 75 and 1000 characters.

Shop Validation

50. Do you have a photo of the treat sheet?

This may or may not be the same document that is proactively given to you and that you previously uploaded (treat sheet comprehensive plan). If you are not proactively given any paperwork or a copy of your treat sheet, you MUST ask at the END of your visit. It should show the service you had done today and may also include details/recommendations for future services or home care. Upload two photos— one photo of the front side of the treat sheet and one photo of the back side of the treat sheet.

- Yes
 No

51. If you do not have a photo of the treat sheet, explain why (and explain what paperwork you uploaded instead):

Enter N/A if you uploaded a photo of your treat sheet.

52. Do you have a receipt?

Select Yes and upload a copy of your itemized receipt. Your receipt should confirm the service performed, cost of service, date of service, and location.

- Yes
 No

53. If you do not have a receipt, explain why:

Enter N/A if you uploaded your receipt.

54. Did you take a location exterior selfie photo?

Select Yes and upload your location exterior selfie.

- Yes
 No

55. If you do not have a location exterior selfie photo, explain why:

Enter N/A if you uploaded your selfie.

END OF QUESTIONNAIRE