PRET A MANGER

IN-STORE

INSTRUCTIONS • QUESTIONNAIRE

Pret A Manger is an international sandwich shop based in the United Kingdom, popularly referred to as Pret. They offer freshly-made food and organic coffee. Visit a Pret location to make anonymous observations of the service, food quality, cleanliness, and target product stock levels. Photos with visible date/timestamps are required.

Before You Begin

- Review your shop confirmation
- Check the hours on the Pret website
- Know the knowledge question to ask
- Understand the required purchase
- Know the products/targets to count

Don't Forget!

- Enable photo date/timestamps
- Take all required photos
- Count products
- Place the required order
- Do not ask for a receipt

General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Visit anytime the location is open. Check store hours on the website before your visit.
    - Some locations are not open on weekends or certain days of the week.
    - Note if the hours listed on the front door match those listed on the website.
- Place your order inside the shop (no app/pickup orders).
- Ask one of the approved knowledge questions.
- Follow the minimum ordering requirements, or your report will not be accepted.
    - Review the menu prior to your visit at pret.com/en-US/products
- Bring a cell phone with a good-quality camera so you can take all required photos.
    - Important! Your photos are required to have a visible date/timestamp to show when they were taken. Turn on showing date/timestamps on your photos before your shop. (If necessary, use Google or another search engine to learn how to enable this feature.)
- A receipt is not required. If offered a receipt, you may accept, but do not ask for a receipt.
- Submit your report within 12 hours of the shop.
    - If you are assigned to visit on Tuesday morning, you must submit the shop results no later than 3:00 PM EST the same day.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot currently nor have ever worked for Pret.

Shop Instructions

Step #1: Know the product availability targets for the day and time you will visit

- Targets differ by time of day and day of week.
- Day/time = when you are checking the inventory (right before placing your order).
- Locate your day/time in the first column. The second column shows the expected product inventory levels during that timeframe.

Day/time of arrival	Product availability targets at arrival day/time
Open – 7:29 AM Daily	Cold fridge: At least 3 different items (and at least 1 of each type) Yogurts: At least 1 item stocked for each type being sold Hot foods: At least 1 item stocked for each type being sold Bakery/snacks/drinks: At least 1 item stocked for each type being sold
7:30 AM – 9:29 AM Daily	Cold fridge: At least 10 different items (and at least 1 of each type) Yogurts: At least 1 item stocked for each type being sold Hot foods: At least 1 item stocked for each type being sold Bakery/snacks/drinks: At least 1 item stocked for each type being sold
9:30 AM – 10:59 AM Monday through Friday	Cold fridge: At least 22 different items (and at least 1 of each type) Yogurts: At least 1 item stocked for each type being sold Hot foods: At least 1 item stocked for each type being sold Bakery/snacks/drinks: At least 1 item stocked for each type being sold
9:30 AM – 10:59 AM Saturday or Sunday	Cold fridge: At least 10 different items (and at least 1 of each type) Yogurts: At least 1 item stocked for each type being sold Hot foods: At least 1 item stocked for each type being sold Bakery/snacks/drinks: At least 1 item stocked for each type being sold
11:00 AM – 11:29 AM Daily	Cold fridge: At least 1 item stocked for each type being sold Hot foods: At least 3 different items (and at least 1 of each type) Bakery/snacks/drinks: At least 1 item stocked for each type being sold
11:30 AM – 11:59 AM Daily	Cold fridge: At least 1 item stocked for each type being sold Hot foods: At least 1 item stocked for each type being sold Bakery/snacks/drinks: At least 1 item stocked for each type being sold
12:00 PM – 1:59 PM Daily	Cold fridge: At least 1 item stocked for each type being sold Hot foods: At least 1 item stocked for each type being sold Bakery/snacks/drinks: At least 6 different items (and at least 1 of each type)
2:00 PM – Close Monday through Friday	Cold fridge: At least 10 different items (and at least 1 of each type) Hot foods: At least 5 different items (and at least 1 of each type) Bakery: At least 4 different items (and at least 1 of each type) Snacks/drinks: At least 1 item stocked for each item being sold
2:00 PM – 2:29 PM Saturday or Sunday	Cold fridge: At least 10 different items (and at least 1 of each type) Hot foods: At least 1 item stocked for each type being sold Bakery: At least 4 different items (and at least 1 of each type) Snacks/drinks: At least 1 item stocked for each item being sold
2:30 PM – Close Saturday or Sunday	Cold fridge: At least 10 different items (and at least 1 of each type) Hot foods: At least 4 different items (and at least 1 of each type) Bakery: At least 4 different items (and at least 1 of each type) Snacks/drinks: At least 1 item stocked for each item being sold

Helpful counting tip
• When the target is "At least 1 item stocked for each type being sold", the number of products for sale will vary by location. The best way to check this is to look for price tags, which the store is not allowed to remove once a product sells out. Confirm each price tag has at least one product stocked behind it. If any price tag does not have a product behind it, the target is missed.
Examples of met and missed targets
• If the target for the time of day is "At least 1 item stocked for each type being sold" and there are 3 missing products, then the target is missed by 3. • If the target for the time of day is 10 types, and the number for sale is 8 types, then the target is missed by 2. • If the target for the time of day is 10 types and the number for sale is 13 types, then the target is met.
Examples of the item types you can expect to see within each product category

- Important! If you are visiting one of these locations, please use the alternate target list below.
  - 98 UPenn Downstairs
  - 102 UPenn Upstairs
  - 99 UChicago
  - 107 Delaware
  - 113 Thomas Edison
  - 126 Vince Lombardi
  - 111 LAX
  - 5082 Drexel

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2:30 PM – Close Daily	Cold fridge: At least 10 different items (and at least 1 of each type) Hot foods: At least 4 different items (and at least 1 of each type) Bakery/snacks/drinks: At least 4 different items (and at least 1 of each type)

Step #2: Go to the store, and make required observations before placing your order

- Count the products in the food displays using the product target chart above.
  - In your report, you must clearly explain which items were missing if any target is not met.
- Observe both the exterior and interior of the shop for signage and cleanliness.
- Pay attention to the business hours on the front door to confirm they match the website.
- Visit the restroom. Ask a team member where it's located if unable to locate it on your own.

Step #3: Place your order, record service times, and ask approved knowledge question

- <u>You must order a beverage:</u> Select any barista-made hot drink or an iced coffee.
  - Do not order miso soup or hot water.
  - The drink must be one that is made by a barista while you wait. A prepackaged, 'bought to sell' drink does not meet this requirement.
- <u>You must also order food:</u> Select at least one main food item, such as a sandwich or salad.
  - A main food item is any hot or cold item that has been freshly made by Pret. Do not select pre-packaged, 'bought to sell' items as your main food item.
  - You may also buy snacks or bakery items, but these are not considered main food items.
- Use a device that can capture all required service times:
  - ✓ The clock time you arrive and begin making observations
  - ✓ How long it takes from joining the line (after browsing) to be served
  - ✓ How long it takes from paying to receiving your drink order
  - ✓ The clock time you leave after having made all required observations

- Ask one of the following knowledge questions:
  - Can you help me find (choose a product)?
  - I'd like more information about (choose a product).
  - Could you tell me where your toilets are?
  - How do I place an order for delivery?
  - What alternative milks do you have?
  - What time are breakfast products available?
  - A question about opening hours (e.g., What time do you open on the weekend?, What time do you close today?, Will you be open tomorrow?, etc.)

Step #4: Take all required photos (exterior storefront, food, drink, restrooms, any interior issues)

- Take clear, true-colored photos of the following to upload with your report. Photos that are blurry, tinted, or too dark will not be accepted.

1. <u>Exterior storefront</u>: Capture the business name as well as any exterior/window signage in your photo. It's recommended you take this photo **as you leave** the location to retain your anonymity. This photo must include a visible date/timestamp.

2. <u>Food</u>: Take a photo of your main food item before consuming. Also include an angle showing the inside of the item (i.e., the filling). Use the following guidelines to determine how to rate your food, and try to capture any issues with the food in the photo, if possible:

- ✓ Granary/wraps: not soggy/wet
- ✓ Rye rolls: not soft/chewy
- ✓ Baguettes: golden, not chewy or soft
- ✓ Bakery products: golden and not burnt, chewy or soft
- ✓ Hot food: not burnt, dry, or cold
- ✓ Salads: well presented and lids clear
- ✓ Yogurt bowls/pots: consistent fill and smear free
- ✓ All products: ingredients spread evenly to all corners, and packaging clean and smear free

3. Beverage: Take a photo of your barista-made beverage before consuming, with the lid off (where applicable). Use the following guidelines to determine how to rate your beverage, and try to capture any issues in the photo, if possible:
   - ✓ Drink: made as ordered
   - ✓ Packaging: clean cup and lid
   - ✓ Fill level: drink filled to the top
   - ✓ Temperature: Temp of milk-based drinks is warm/hot (not cold)
   - ✓ Cappuccino, Mocha, & Hot Choc: chocolate sprinkled on top
   - ✓ Tea, Drip Coffee, & Americano: sleeve used
   - ✓ Coolers: garnish included
   - ✓ Eat-in shops: crockery used and not damaged
4. Restroom: Take a photo showing as much of the restroom interior as you can. If possible, also capture any cleanliness or maintenance issues in the photo.
   - To retain your anonymity, avoid capturing yourself in the mirror.
   - If the restroom is closed to customers, take a photo of door to show any signage.
5. Food displays (when possible): Particularly if there are any tickets without stock or if the target number of tickets is not met.
6. Interior (as needed): If there is an issue with the cleanliness or tidiness of the floor, seating area, or bin stations, etc., you must take a photo clearly showing the issue, if possible.

QUESTIONNAIRE

Shop date:

Start time:

End time:

Global Brand Standards

1. How clean and tidy was the shop from the outside and at the entrance (signage, door, doormat, outside seating)?
   - *Upload an exterior storefront photo. A visible date/timestamp must be included on the photo.*
   - *Everything was clean and tidy – this can include something minimal that did not impact your visit (e.g., a few leaves on the front doormat).*
   - *There were a few minor issues – when there's more than one minor issue or a bigger issue that impacts your visit (e.g., multiple dirty tables or a lot of cigarette butts on the floor).*

[ ] Everything was both clean and tidy
[ ] There were a few minor issues
[ ] Some areas were quite dirty or messy
[ ] Noticeably dirty or messy

2. Please explain:
   - *Describe what you saw. Do not comment on building maintenance, windows, or design, as these are outside of staff control.*
   - *If an issue was resolved during your visit, do not mark down for this and consider what is within the team's control when scoring.*

3. How well presented were the MAIN fridge display units, including hot food (neat, at the front of the shelf, with labels facing forward and with a price ticket)?
   - *Any stickers should be clearly visible, intact, and clean.*
   - *All displays were neat and tidy – this can include something minimal that did not impact your visit (e.g., a slightly-unaligned drink can).*
   - *There were a few minor issues – when there's more than one minor issue or a bigger issue that impacts your visit (e.g., multiple items unaligned or multiple untidy tickets).*

[ ] All displays were very neat and tidy
[ ] There were a few minor issues
[ ] Some displays were quite messy
[ ] Most displays were badly presented

4. Please explain, and upload photos where appropriate:
   - *Describe what you saw. Do not comment on how full the shelves were.*
   - *If an issue was resolved during your visit, do not mark down for this and consider what is within the team's control when scoring.*

5. How well presented were SNACKS in snack stands and BAKERY at the till counter?
   - *All displays should be neat, with minimal crumbs and labels facing forward. Each snack type should have a ticket (e.g., chips, popcorn, chocolate, and bars). Any stickers should be clearly visible, intact, and clean.*
   - *All displays were neat and tidy – this can include something minimal that did not impact your visit (e.g., some crumbs on one bakery tray).*
   - *There were a few minor issues – when there's more than one minor issue or a bigger issue that impacts your visit (e.g., multiple trays with crumbs in the bakery display or multiple untidy tickets).*

[ ] All displays were very neat and tidy
[ ] There were a few minor issues
[ ] Some displays were messy
[ ] Most displays were badly presented

6. Please explain, and upload photos where appropriate:
   - *Describe what you saw. Do not comment on stock levels.*

- *If an issue was resolved during your visit, do not mark down for this and consider what is within the team's control when scoring.*

7. Check the availability target for freshly-made COLD FRIDGE products for this shop at the time you visited. Was the target met, and if not, by how many missing products?

Freshly-made cold fridge products include cold sandwiches, salads, baguettes, toasties, cold wraps, protein pots, and yogurt pots. See examples in BLUE section of the product type image in your shop instructions.

[ ] Availability target fully met
[ ] 1 fewer than target
[ ] 2 fewer than target
[ ] 3 fewer than target
[ ] 4/4+ fewer than target

8. Illustrate your answer by describing what was missing, and upload photos where appropriate:

If the target was FULL (at least 1 of each type) and this was not met, state which products had inadequate stock. If there was a NUMERICAL target that was not met, state how many products were available.

9. Check the availability target for freshly-made HOT FOOD products for this shop at the time you visited. Was the target met, and if not, by how many missing products?

Freshly-made hot food products include hot sandwiches and wraps, soups, and porridge. See examples in ORANGE section of the product type image in your shop instructions.

[ ] Availability target fully met
[ ] 1 fewer than target
[ ] 2 fewer than target
[ ] 3 fewer than target
[ ] 4/4+ fewer than target

10. Illustrate your answer by describing what was missing, and upload photos where appropriate:

If the target was FULL (at least 1 of each type) and this was not met, state which products had inadequate stock. If there was a NUMERICAL target that was not met, state how many products were available.

11. Were ALL snacks and bottled drinks available, and if not, how many products were missing?

Pre-packaged snacks and drinks include cold drinks, fruit salads, chips, fruit, and other snacks. See examples in the YELLOW section of the product type image in your shop instructions.

[ ] Availability target fully met
[ ] 1 fewer than target
[ ] 2 fewer than target
[ ] 3 fewer than target
[ ] 4/4+ fewer than target

12. Illustrate your answer by describing what was missing, and upload photos where appropriate:

13. Check the availability target for BAKERY products for this shop at the time you visited. Was the target met, and if not, by how many missing products?

Bakery items are those at the glass service counter. See examples in the RED section of the product type image in your shop instructions.

[ ] Availability target fully met
[ ] 1 fewer than target
[ ] 2 fewer than target
[ ] 3 fewer than target
[ ] 4/4+ fewer than target

14. Illustrate your answer by describing what was missing, and upload photos where appropriate:

15. How smart and presentable was the team member who served you?

- *Please only score based on the team member who served you.*
- *Non-managers: Burgundy or denim shirt with a black hat or bandana. Clean, tidy, and Pret branded.*
- *Managers: Any casual business wear that is smart and professional (jeans are acceptable).*

- *Not expected: Jewelry or visible piercings.*

[ ] Very smart and well presented
[ ] There were a few minor issues
[ ] Not acceptably clean or well presented
[ ] Dirty or wearing a non-branded uniform

16. Please comment:

Do not comment on tattoos or hairstyles. If you did not choose "Very smart and well presented," please state what could have been improved (e.g., light staining, rips, or plastic aprons).

17. How reasonable was your queue time, given how busy it was? We aim for 60 seconds.

Don't include browsing time. As a guide (and taking into account the level of trade), Pret aims to take your order within 60 seconds of joining the queue.

[ ] Within target time
[ ] It was ok
[ ] It felt slow
[ ] I waited ages

18. State how long you waited in the queue BEFORE being served:

Be specific (ex: 30 seconds).

19. State how many people were ahead of you, how many team members were serving and/or making drinks, and how many team members were cleaning/restocking displays:

This refers to what you observed while waiting to order.

20. How reasonable was the wait for your barista-prepared drink? We aim for 90 seconds.

[ ] Within target time
[ ] It was ok
[ ] It felt slow
[ ] I waited ages

21. State how long you waited for your barista-prepared drink AFTER paying:

Be specific (ex: 3 minutes).

22. If applicable, state how many people were ahead of you, how many team members were serving and/or making drinks, and how many team members were cleaning/restocking displays:

This refers to what you observed while waiting for your beverage. If you saw nothing additional after paying that would have impacted your wait time, enter N/A.

23. Were our team members prioritising customers?

- *The team should put customers first, use a friendly tone of voice, and not complete other tasks (e.g., stocking the displays or cleaning) if customers are waiting.*
- *Please do not mark down for greeting, parting comments, eye contact, or smile.*

[ ] They were prioritising customers
[ ] It could have been better
[ ] Service was poorly prioritised

24. Describe what you experienced:

If you did not choose "They were prioritising customers," please provide reasonable suggestions for improvement.

25. How well did the person at the till engage with you (eye contact, smile, and greeting)?

[ ] All 3 of eye contact, smile, & greeting
[ ] Only 2 of eye contact, smile, & greeting
[ ] Only 1 of eye contact, smile, & greeting
[ ] No eye contact, smile, or greeting

26. Describe what you experienced:

Be specific about which items (eye contact, smile, & greeting) were done or not done.

27. Did you receive a pleasant parting comment at point of payment from the team member who served you?

- *TEAM MEMBERS SHOULD end the transaction after payment with a polite comment. This can be, "Thank you," "Have a nice day," "Enjoy," etc.*
- *THEY SHOULD NOT take payment and turn their attention to someone or something else straight away without acknowledgement to you.*
- *IT'S OKAY for the same team member to take your payment, immediately turn around and collect your beverage to hand to you, and give one parting comment. If this happens, answer Yes.*

[ ] Yes [ ] No

28. Comment on what was said:

Be specific about what was said. If nothing was said, please explain.

29. Were you acknowledged when your drink was handed to you?

- *TEAM MEMBERS SHOULD hand your drink to you with a parting comment, eye contact, or a smile.*
- *THEY SHOULD NOT shout out the drink and place it on the counter without any engagement with you.*
- *IT'S OKAY for the same team member to take your payment, immediately turn around and collect your beverage to hand to you, and give one parting comment. If this happens, answer Yes.*

[ ] Yes [ ] No

30. Comment on what happened:

Be specific about what was said or done. If there was no interaction, please explain.

31. Select which scenario question you asked a team member:

[ ] Can you help me find (choose a product)?
[ ] I'd like more information about (choose a product)
[ ] Could you tell me where your toilets are?
[ ] How do I place an order for delivery?
[ ] What alternative milks do you have?
[ ] What time are breakfast products available?
[ ] A question about opening hours

32. Provide a description of the team member you asked:

Include name (if known), gender, height, hair color and style, and what uniform they were wearing/if a branded shirt was worn. Do not comment on age.

33. Based on the scenario question you selected, rate your experience when making your inquiry to a team member:

- *TEAM MEMBERS SHOULD be friendly, accurate, and helpful.*
- *IT'S OKAY for a team member to ask for help from a colleague.*
- *TEAM MEMBERS WILL NOT suggest an alternative product when something is not available due to allergy concerns.*

[ ] Friendly, knowledgeable, and helpful
[ ] It was ok – it could have been better
[ ] Either rude or unhelpful
[ ] Rude and unhelpful

34. Illustrate your answer with useful comments on how the team member responded, and if you haven't selected the top answer, state what could have been improved:

35. How was the quality and presentation of your food items?

Upload a photo of your food item. Use the food guidelines provided in your shop instructions to determine a rating.

[ ] It was exactly as described and expected
[ ] There were minor issues
[ ] It was disappointing
[ ] Some aspects were unacceptable

36. Describe anything that was wrong:

Do not comment on (a) your personal likes or dislikes, (b) value for money, or (c) any issues outside of staff control.

37. How was the quality and presentation of your barista-prepared drink?

Upload a photo of your beverage. Use the beverage guidelines provided in your shop instructions to determine a rating.

[ ] It was exactly as described and expected
[ ] There were minor issues
[ ] It was disappointing
[ ] Some aspects were unacceptable
[ ] I received the wrong drink

38. Describe anything that was wrong, and if you received the wrong drink, state what you should have received:

Do not comment on (a) bottled drinks, (b) your personal likes or dislikes, (c) value for money, or (d) any issues outside of staff control.

39. How clean and tidy were the floors and seating area?

- *Everything was clean and tidy – this can include something minimal that did not impact your visit (e.g. a few crumbs on a chair/table).*
- *There were a few minor issues – when there's more than one minor issue or a bigger issue that impacts your visit (e.g., multiple chairs/tables are not clean or significant rubbish on the floor).*

[ ] Everything was both clean and tidy
[ ] There were a few minor issues
[ ] Some areas were quite dirty or messy
[ ] Several areas were noticeably dirty or messy

40. Describe any issues the team could have dealt with, and upload photos where appropriate:

- *Illustrate your answer with useful comments on how the team on duty could have improved their response to any issues of untidiness or uncleanliness.*
- *Only comment on areas within the shop itself and not outside or communal public areas (e.g., service station seating areas). If an issue has been resolved during your visit, do not mark down for this and consider what is within the team's control when scoring.*

41. How clean, tidy, and well stocked with cutlery/sugars were the bin stations?

- *Shops in rail stations or airports may only have cutlery and sugar trays with no bins. They use a box on top of the station–do not mark down for this.*
- *Everything was both clean and tidy–can include something minimal (e.g., a small sugar or liquid spill).*
- *There were a few minor issues–more than one minor issue or a bigger issue (e.g., a large spill or rubbish on top of the bin).*
- *New Jersey shops: Only answer based on the cleanliness of the bin station, not whether it was stocked.*

[ ] Everything was both clean and tidy
[ ] There were a few minor issues
[ ] Quite dirty or messy and/or condiments missing
[ ] Very dirty or messy or bin overflowing

42. Describe any issues the team could have dealt with, and upload photos where appropriate:

If an issue was resolved during your visit, do not mark down for this and consider what is within the team's control when scoring.

43. How clean, tidy, and well stocked were the toilets?

- *Upload a photo of the restroom. Assess the entire restroom including sinks, hand dryers, floors, mirrors, soap dispensers, bins, etc. At minimum, there needs to be enough toilet paper, soap, etc. for yourself. Answer N/A if there was no public restroom.*
- *Everything was clean and tidy – this can include something minimal that does not impact your visit (e.g., a small water spillage or single piece of paper on the floor).*
- *There were a few minor issues – when there's more than one minor issue or a bigger issue that impacts your visit (e.g., water and paper on the floor or a buildup of dust/dirt on the toilet).*

[ ] Everything was both clean and tidy
[ ] There were a few minor issues
[ ] Some toilets were closed
[ ] Some areas were quite dirty or messy
[ ] Noticeably dirty or messy
[ ] All toilets were closed
[ ] N/A

44. Describe any issues the team could have dealt with:
- *Do not comment on issues that show routine toilet use, such as water marks on the floor.*
- *The standard is that toilets are cleaned every 30 mins. Consider how representative the toilets were of that and consider what is within the team's control when scoring.*
- *When a toilet is closed, there should be a clean laminated sign stating this, stuck neatly on the door. Please state if there was no sign or if the sign used did not meet standards (e.g. it was not laminated or stickers were used to stick the sign to the door).*

45. Smiling, courteous, and competent service is our minimum expected standard. Did any ONE team member go beyond this with truly exceptional service that you would talk about with others?

If you cannot choose just one person, answer No.

[ ] Yes [ ] No

46. If yes, describe what happened and why it was so memorable, and also name or describe the person:

Include name (if known), gender, height, hair color and style. Do not comment on age.

Information Only

47. Based only on THIS experience, how likely would you be to recommend Pret to friends, family, and colleagues?

10 = Extremely likely; 0 = Extremely unlikely

[ ] 10
[ ] 9
[ ] 8
[ ] 7
[ ] 6
[ ] 5
[ ] 4
[ ] 3
[ ] 2
[ ] 1
[ ] 0

48. Illustrate your rating with useful comments about how your experience could have been improved, but do not consider other visits you have made in the past:

49. Are you a Club Pret subscriber?

[ ] Yes [ ] No

50. When served, were you asked if you were 'taking away' or 'eating in'?

If there was no seating area, answer N/A.

[ ] Yes
[ ] No
[ ] N/A

51. Were you charged correctly for your purchase?

If you got the wrong beverage or you were charged for a beverage you didn't order, answer No.

[ ] Yes [ ] No

52. Did the opening hours on the shop door match what is on the website?

Check the trading hours of your local Pret on the website.

[ ] Yes [ ] No

53. Did you see a manager on duty during your visit that was supporting and motivating the team?

A general manager or assistant manager will not be wearing a uniform, but they will be in business dress or business casual attire and may be out on the sales floor or behind the counter. Team leaders wear a green starred bandana or belt.

[ ] Yes [ ] No

Validation

54. Provide the name of your server:

Enter the name of your server from their nametag. If a nametag was not worn, provide a description that includes gender, height, and hair color and style. Do not comment on age.

55. Did you receive a receipt?

A receipt is not required. Do not ask for a receipt, but you may accept one if offered.

[ ] Yes, I uploaded the image(s) [ ] N/A

56. Enter your evaluator ID:

This can be located in your CX Group Shopper Hub account under 'My Account' and then 'General Profile.'

57. If you were unable to take a required photo or you had any issues capturing a required photo, please explain:

This includes photos of the storefront, beverage, food, and restroom as well as photos showing issues found with the food displays and cleanliness. If you uploaded all required photos and had no issues taking the photos, enter N/A.

END OF QUESTIONNAIRE