

Employee Name: _____ Your Name: _____

Location: _____ Time/Date: _____ Money Spent: _____

Was employee working alone? Y/N What did you order (size, flavor(s))? _____

Initial Contact

	<i>Yes</i>	<i>No</i>	<i>Max</i>	<i>Penalty</i>
Did employee acknowledge you if they were busy?			3	
Did you find greeting prompt & satisfactory? (listen on other customers)			3	
Did employee give you their full attention?			4	
If drive up did they give you a flavor list or offer one to you?			3	
Did the employee answer any questions you had?			3	

Appearance

	<i>Yes</i>	<i>No</i>	<i>Max</i>	<i>Penalty</i>
Was the outside clean of trash?			3	
Did the inside look clean? (counters sticky/multiple rags, spills, etc.)			3	
Did you notice more than 5 empty syrup bottles? (if busy then this is okay)			3	
Were the tables clean?			3	
Were the Spoonstraws, Napkins & Spoons at least 1/2 full?			3	
Was the employee's hair pulled back or in a Snowie hat? (if long hair)			3	
Did the employee have on a Snowie shirt?			3	
Was the shirt clean (within reason)?			3	
Was the employee on a personal cell phone or using other electronic devices?			3	
Was their music too loud?			3	
Was the employee professional?			3	
Were the lights on? (at dusk or later)			3	

The Sno-Cone

	<i>Yes</i>	<i>No</i>	<i>Max</i>	<i>Penalty</i>
Ask about their opinion of a flavor if possible. Were they helpful?			3	
Ask for 2 flavors - Did they ask "side by side" or "mixed"?			3	
If syrup was spilled on the outside of the cup was it wiped off with a cloth?			3	
Was the shape of the sno-cone satisfactory to you?			3	
Did they include a napkin if drive up/ Put napkin within reach for walk-up?			3	
Did they give you a straw or leave the straw container in an accessible place?			3	
Was ice too hard or packed?			3	
Did it have enough flavor on it? (1/2 inch of "drinkable" at bottom)			3	
Did it have too much flavor on it?			3	
Was there a chunk of ice in bottom? (did employee shoot slush out first?)			3	
Was a spoon within reach?			3	

Transaction

	<i>Yes</i>	<i>No</i>	<i>Max</i>	<i>Penalty</i>
Did you feel the employee was nice to you and wanted to be there?			3	
Did the employee thank you for coming or give you a courteous goodbye?			3	
Did the employee offer a "Buy 6, Get 1 Free" Card?			3	
Did they suggest social media sites (facebook, twitter, instagram)?			3	
Was the money exchange done well?			3	

Computation of Score

Begin with 100 Points Total Penalty point= _____
 Deduct total penalty points _____ (from "Penalty" column)
 Score _____

100 = \$20 bonus 90 or above = \$10 bonus 80 or above = \$5 dollar bonus Below 80 = \$0