Section	Percentage	Number	Question	Values	Scoring
S2 - Exterior/Parking Lot	**4%**	Q4	Is Parking Lot Free of Debris?	Yes = 1 pt	1
		Q6	Did you find the shopping carts corralled in the appropriate places in the parking lot?	Yes, I found all of the carts orderly and in the corrals = 1 point	1
		Q9	Please rate the overall appearance of the EXTERIOR of the store.Include store sign, lights, and physical attributes of the building.	Well maintained = 2 point	2
S27 - Service Behaviors I	**9%**	Q258	Did store staff proactively greet you?	Yes = 1 pt	1
		Q259	Did store staff smile and make eye contact?	Yes = 1 pt	1
		Q260	Did store staff offer you help?	Yes = 1 pt	1
		Q261	Did store staff give you undivided attention?	Yes = 1 pt	1
		Q262	Did store staff provide above-and-beyond service?	Yes = 1 pt	1
		Q265	Store staff seemed knowledgable about the products and/or what is available at the store.	Yes = 2 pt	2
		Q212	Employees are easily identifiable by either uniforms or name tags	Yes = 1 pt	1
	9%	Q213	Was the "IGA" or IGA Logo on the name badge?	Yes = 1 pt	1
		Q275	Was any store staff discourteous or rude?	No = 1 pt	1
		Q276	On a scale of zero to ten, did staff show friendliness attentive behavior?	10, 9, 8, 7 = 4 Points	4
				<6 = 0 Points	
		Q277	On a scale of zero to ten, did staff show professionalism and knowledge?	10, 9, 8, 7 = 4 Points	4
				<6 = 0 Points	
S3 - Entrance	**6%**	Q14	Entrance doors are well maintained; they open and close without problem	Yes = 1 pt	1
		Q16	The entrance to the store is clean.	Yes = 1 pt	1
		Q17	The entrance to the store is well lit.	Yes = 1 pt	1
		Q18	There was a shopping basket or cart available to me when I entered the store.	Yes = 1 pt	1
		Q19	The shopping cart available to me was clean (e.g. rust free and immediately usable)	Yes = 1 pt	1
		Q20	The cart I am pushing glides on the floor (i.e. the wheels do not stick; there are no mechanical problems with the cart).	Yes = 1 pt	1
S4 - Dairy Section	**5%**	Q27	The dairy section is well organized.	Yes = 1 pt	1
		Q29	The dairy section is overall well stocked	Yes = 1 pt	1
		Q30	It is easy to know what the price of products in the dairy section are.	Yes = 1 pt	1
		Q32	Please randomly select TWO products in the section. One should be a milk product, the other can be any (food) product in the section. Check the code dates for each of these products and select below.	Products are in code date = 2 points	2
S6 - Deli	**7%**	Q46	The deli section is well organized.	Yes = 1 pt	1
		Q47	The deli section is overall well stocked	Yes = 1 pt	1
		Q49	It is easy to know what the price of products in the deli section are...	Yes = 1 pt	1
		Q51	Please select a prepackaged meat product.Check the code dates for each of these products and select below.	Products are in code date = 2 points	2
		Q54	Please select a bagged cheese product in the section. Check the code dates for each of these products and select below.	Products are in code date = 2 points	2
S8 - Produce	**10%**	Q68	The produce section is well organized.	Yes = 2 pt	2
		Q69	The produce section is overall well stocked	Yes = 2 pt	2
		Q71	The produce looks fresh and appealing	Yes = 3 pt	3
		Q73	It is easy to know what the price of products in the produce section are...	Yes = 1 pt	1
		Q78	Please select a prepackaged juice or fruit product in the section. Check the code dates for each of these products and select below.	Products are in code date = 2 point	2
S10 - Meat Section	**7%**	Q102	The meat section is well organized.	Yes = 1 pt	1
		Q103	The meat section is overall well stocked	Yes = 1 pt	1
		Q105	It is easy to know what the price of products in the meat section are...	Yes = 1 pt	1
		Q107	Please select a prepackaged chicken product.Check the code dates for each of these products and select below.	Products are in code date = 2 point	2
		Q110	Please select a prepackaged beef product in the section. Check the code dates for each of these products and select below.	Products are in code date = 2 point	2
S12 - Bakery	**6%**	Q121	Items in the bakery look fresh and appealing.	Yes = 1 pt	1
		Q125	The bakery section is well organized.	Yes = 1 pt	1
		Q126	The bakery section is overall well stocked	Yes = 1 pt	1
		Q128	It is easy to know what the price of products in the bakery section are...	Yes = 1 pt	1
		Q130	Please select a packaged bakery product. Check the code dates for each of these products and select below.	Products are in code date = 2 point	2
S14 - Frozen	**5%**	Q144	The frozen food section is well organized.	Yes = 1 pt	1
		Q145	The frozen food section is overall well stocked	Yes = 1 pt	1
		Q147	It is easy to know what the price of products in the frozen food section are...	Yes = 1 pt	1
		Q149	Please select any frozen product. Check the code dates for each of these products and select below.	Products are in code date = 2 point	2
S16 - Shelving	**6%**	Q163	The shelves in the main body of the store are well organized.	Yes = 1 pt	1
		Q164	The shelves seem overall well stocked.	Yes = 1 pt	1
		Q165	It is easy to know what the price of products are...	Yes = 1 pt	1
		Q167	It's easy to read the aisle signs.	Yes = 1 pt	1
		Q169	Please select any baby formula product. Check the code dates for each of these products and select below.	Products are in code date = 2 point	2
S19 - Checkout Lane/Service Behaviors II	**11%**	Q186	Checkout aisle is clean	Yes = 1 pt	1
		Q188	Checkout aisle is well organized	Yes = 1 pt	1
		Q189	Checkout aisle is well stocked	Yes = 1 pt	1
		Q271	Did the Cashier greet/acknowledge you the moment you reached the checkout counter?	Yes = 1 pt	1
		Q272	Did the cashier ask you if you found everything?	Yes = 1 pt	1
		Q192	The cashier provided above-and-beyond service?	Yes = 1 pt	1
		Q193	Cashier was attentive (not distracted or attending some something other than you as a customer)	Yes = 1 pt	1
		Q196	Cashier was discourteous or rude	No = 1 pt	1
		Q273	Did the cashier provide a pleasant closing comment (e.g. Have a good day, Thanks for shopping with us, Thank you etc.)	Yes = 2 pt	2
		Q198	Was IGA printed anywhere on the store's receipt?	Yes = 1 pt	1
S20 - Restroom	**4%**	Q202	The restroom was clean	Yes = 2 pt	2
		Q203	The restroom had enough supplies (Toilet Paper, Hand towels, etc..)	Yes = 1 pt	1
		Q204	There was little or no trash on the counter or floor	Yes = 1 pt	1
S22 - Overall Store	**11%**	Q219	Overall the store was well lit	Yes = 2 pt	2
		Q221	This store carried "local" products	Yes = 2 pt	2
		Q223	The store was clean (free of dust and dirt)	Yes = 4 points	4
		Q224	The store was well marked with signage and it was easy to find the products and sections.	Yes = 1 pt	1
		Q227	Did you find IGA signage at or near the front of the store or store windows (this could be on the exterior of the store)?	Yes = 2 points	2
				TOTAL POINTS	**100**