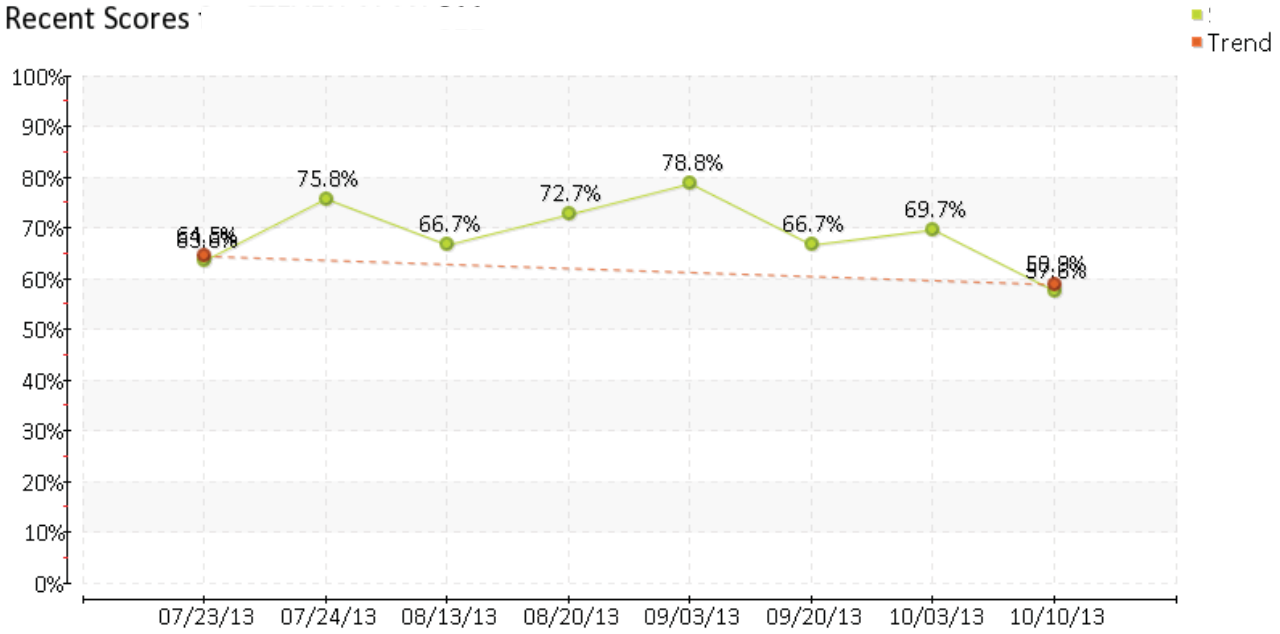


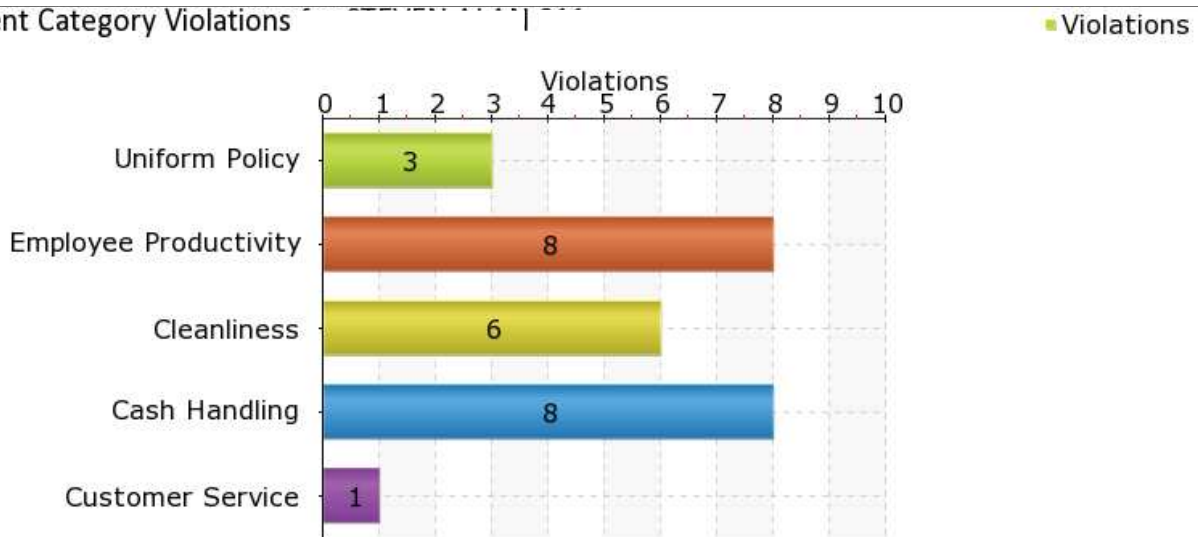
Company Retail Store	Auditor Tyler	Results
Site No Sample	Audit Date 10/10/13	PTS EARNED 19
Street Address	Audit Time 13:34	PTS POSSIBLE 33
City/State/Zip		Score 57.6%

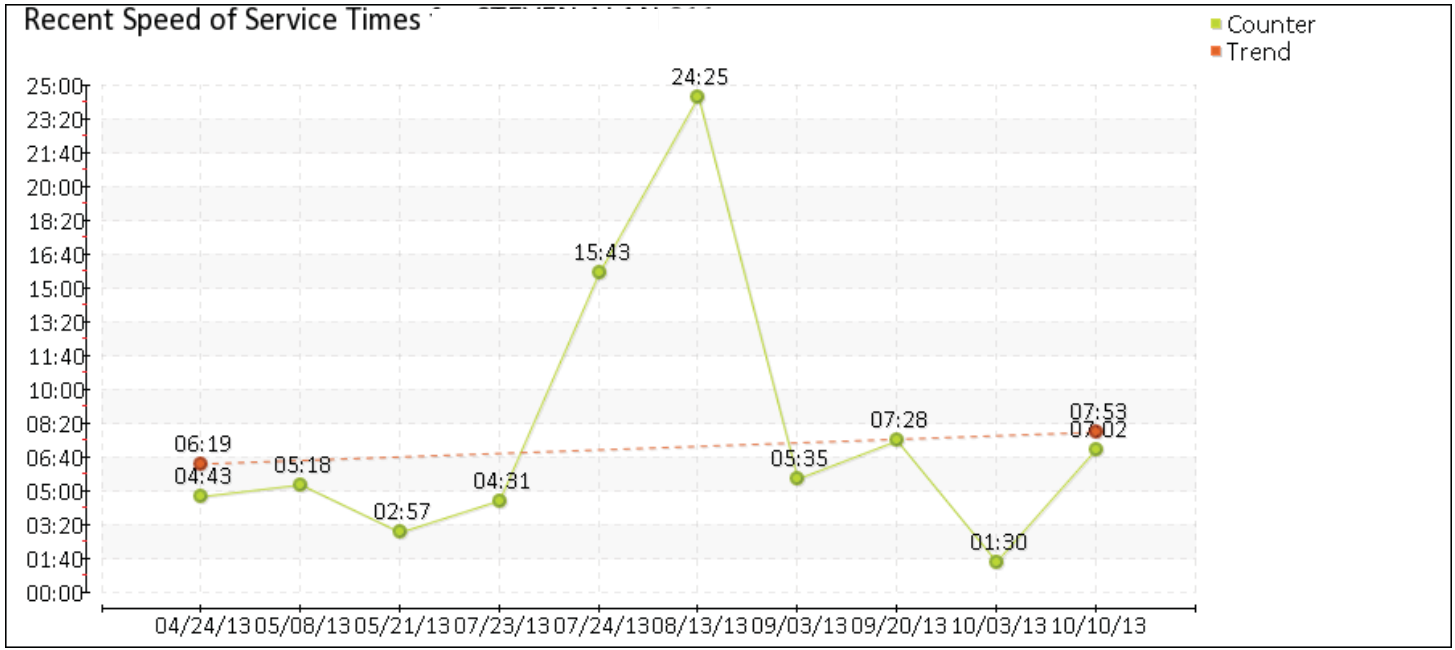
Question	Answer	Picture #	Points
Q1 Did employees appear to acknowledge and help all customers during the audit time period?	No	7-10	0 / 3
Q2 Did employees appear to be dressed appropriately for work and presentable to company standards?	Yes	1-16	1 / 1
Q3 Did employees appear to be engaged in work related activities; helping customers, processing shipments, tiding the store, refolding merchandise, etc.? Did the store appear to be supervised by an employee at all times; never left unattended while the front door was open nor while customers were in the store?	No	7-10	0 / 4
Q4 Did employees appear to use safe work habits; proper lifting, use of ladders to reach high levels?	Yes	1-16	3 / 3
Q5 Did the store appear to be clean, organized and full to Company standards; shelves and racks neat and fully stocked, floors clean and clear of clutter?	Yes	1-16	2 / 2
Q6 Did the back stock areas appear to be clean, organized and free of clutter?	No	12	0 / 4
Q7 Did the register/cash wrap area appear to be clean and organized; no cell phones, drinks, or paperwork visible?	No	6,12,13	0 / 3
Q8 Was the store closed for any extended period of time?	Yes	1-16	3 / 3
Q9 Did all sales transactions appear to be rung accurately; were all items purchased scanned and desensored, were discounts and voids processed correctly? Did any merchandise appear to leave the store without a transaction?	Yes	1-5	5 / 5
Q10 Did all cash appear to be secure; with cash transactions did change appear to be given and counted back to the customer, was the cash register secure and not left open or unattended?	Yes	1-5	5 / 5
Total:			19/33

Recent Scores



Recent Category Violations





Picture 1



[SOS Time: 00:07:02] A customer appeared to approach the counter. The employee appeared to greet the customer and begin to process a transaction. Speed of service start time: 13:34:31.

Picture 2



The employee appeared to collect payment from the customer.

Picture 3



The employee appeared to process and finalize the transaction for the customer.

Picture 4



The customer appeared to collect her receipt from the employee.

Picture 5



[SOS Time: 00:07:02] The customer appeared to collect her purchased items, the employee appeared to thank the customer. Speed of service end time: 13:41:33.

Picture 6



The counter tops appeared to have an excessive amount of paperwork during the time of the audit. The employee's cup appeared to be on the register counter during the time of the audit. It is recommended to keep personal items stored away and not visible to customers.

Picture 7



The employee appeared to be using his cell phone for several minutes on several different occasions throughout the duration of the audit.

Picture 8



The female employee also appeared to be using her cell phone for several minutes on several different occasions throughout the duration of the audit, see images 8-10.

Picture 9



Continued from image 8.

Picture 10



Continued from image 8.

Picture 11



A box appeared to be on the sales floor during the duration of the audit. It is recommended that boxes and fixtures are stored in the back room when not in use to eliminate the possibility of any slip, trip, or fall incidents for customers and employees.

Picture 12



The back stock room appeared to be cluttered and boxes appeared to be stacked in an unsafe manner. It is recommended that boxes and fixtures are stored safely when not in use to eliminate the possibility of any slip, trip, or fall incidents for employees.

Picture 13



There appeared to be a drink cup left unattended on the front register during the time of the audit.

Picture 14



The store appeared to be well maintained, free and clear of trash and debris for the duration of the audit. All shelves, racks and fixtures appeared to be free of clutter, organized and presented in a neat fashion.

Picture 15



Continued from image 14.

Picture 16



The front of the store appeared to be well maintained, free and clear of trash and debris for the duration of the audit. All shelves, racks and fixtures appeared to be free of clutter, organized and presented in a neat fashion.