

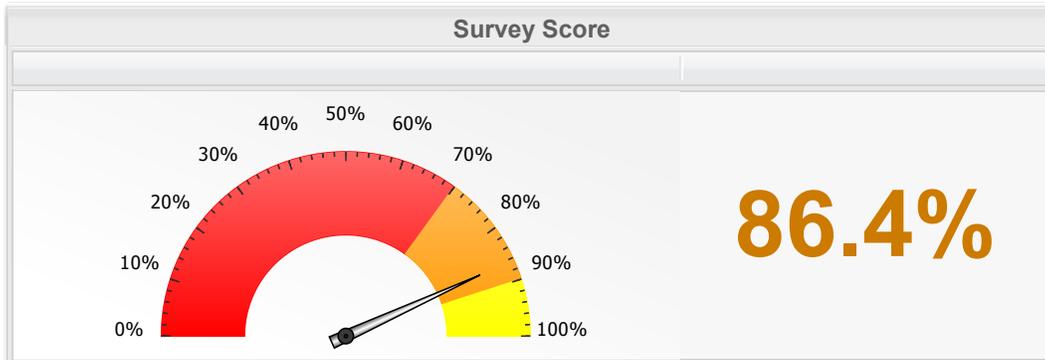
# Service Excellence Report

Your Performance:

*Adequate*



**86.40%**



### Section Summary

	Current	Previous	Diff.
Warm Welcome	100.0%	-	-
Discovering Your Custome...	83.3%	-	-
Suggest Solutions	76.7%	-	-
Selling Techniques	50.0%	-	-
Relationship Building	100.0%	-	-
Appearance	100.0%	-	-
<b>TOTAL</b>	<b>86.4%</b>	-	-

■ Scored    ■ Missing

Previous:    Previous Survey

### Overall Trend

### Your Rank

	Current	Previous	Diff.
<b>Company Overall</b>	<b>1</b>	-	-
	(of 1)		
<b>National:</b>	<b>1</b>	-	-
	(of 1)		

Current:    2018-12  
 Previous:

### Attention Areas

	Missing / Possible
<p><b>Discovering Your Customer</b></p> <p>Were the TV's turned on and displaying Dish Network programming?</p>	<b>5 / 5</b>
<p><b>Suggest Solutions</b></p> <p>Did the suggest accessories to go with the phone? (car charger, case, etc)</p>	<b>5 / 5</b>
<p><b>Selling Techniques</b></p> <p>Did the employee ask you for the sale?</p>	<b>5 / 5</b>
<p><b>Improving your performance on these questions would increase your score for <u>this visit</u> by 12.0%, giving you a total of 98.4%.</b></p> <p> The questions displayed above are those for which you received only partial or no credit, and which most negatively impact your overall score. Focusing your attention on these critical areas in the future will help increase your overall scores.</p> <div style="text-align: right; margin-top: 100px;">  </div>	



## Boost Mobile Mystery Shopping Report

Location: Warrensburg - The Cellular Connection - 505 B North Maguire, Warrensburg, MO 64093  
 Date: 12/9/2018 (2016-06)  
 Time: 10:25 AM

Survey Total: 86.40% (108 / 125)

### Name of Sales Consultant:

Michael

### Number of Customers:

3

### Number of Employees:

2

### Warm Welcome

100.00% (15 / 15)

- |   |             |     |
|---|-------------|-----|
| 1. Did the employee extend a warm and enthusiastic greeting?  | Yes (5 pts) | 5/5 |
| 2. Did the employee greet you with a non-business related greeting?   | Yes (5 pts) | 5/5 |
| 3. If all employees were busy with customers, did at least one of them acknowledge your presence and let you know that they would be with you soon? | Yes (5 pts) | 5/5 |

### Comments:

Michael was the only employee when I arrived. A UPS delivery entered just before I did. Michael made eye contact with me while he handled the delivery. During this time another employee entered the store and went into the back. Michael was already helping me in the short interval before she returned.

### Discovering Your Customer

83.33% (25 / 30)

- |   |             |     |
|---|-------------|-----|
| 1. Did the employee ask you qualifying questions about what you were interested in purchasing?                    | Yes (5 pts) | 5/5 |
| 2. Did the employee ask you specific questions about your previous experience using similar products in the past? | Yes (5 pts) | 5/5 |
| 3. Did the employee ask you questions about your phone usage, including where and how you would use the phone?    | Yes (5 pts) | 5/5 |
| 4. Did the employee ask about your data usage?  | Yes (5 pts) | 5/5 |
| 5. Were the TV's turned on and displaying Dish Network programming?   | No          | 0/5 |
| 6. Did the employee ask you if you were a Dish Network customer or mention Dish Network to you?                   | Yes         | 5/5 |

**Comments:**

He gave a demonstration with his own phone explaining the differences between it and the other available products. He asked questions about preferences and because I do not have enough experience with smart phones to have preferences, I felt he did a great job of educating me. He did not ask about average calls per day, but we did discuss my current plan's minute limit and why Verizon's plan is superior to mine. Because our minute use is seasonal, he explained how we could change our plan to adjust to our needs during the two year commitment period. He asked about children and explained the necessity of a Data Card. When he discovered our household had subscribed to DirecTV for 12 years, he made a great pitch to switch to Dish which we are considering.

**Suggest Solutions****76.67% (23 / 30)**

<b>1. Did the employee make recommendations based on the information you provided?</b>	<b>Yes</b> (5 pts)	5/5
<b>2. Did the employee mention insurance?</b>	<b>Yes</b> (5 pts)	5/5
<b>3. Did the employee provide a hands-on demonstration of a smartphone?</b>	<b>Yes</b> (5 pts)	5/5
<b>4. Did the employee review the costs of the phone and monthly rate plan?</b>	<b>Yes</b> (5 pts)	5/5
<b>5. Which phone(s) were you shown?</b>		
In the order shown:		
iphone X		
Samsung Galaxy		
iphone XR		
<b>6. Did the suggest accessories to go with the phone? (car charger, case, etc)</b>	<b>No</b> (0 pts)	0/5
<b>7. Rate your satisfaction with your experience:</b>	<b>Moderately Satisfied</b> (3 pts)	3/5

**Comments:**

Michael came across as very knowledgeable about the differences in the smart phones, explaining that they were all great products and that the choice came down to personal preferences concerning their functions. He explained how we could reduce our family minute plan and adjust this plan during seasons of greater usage. He did not, however, explain the cost of bundling services, which I would find very interesting to know.

**Selling Techniques****50.00% (5 / 10)**

<b>1. Did the employee ask you for the sale?</b>	<b>No</b> (0 pts)	0/5
<b>2. Did the employee have enough knowledge about your preferences to be able to ask you for the sale?</b>	<b>Yes</b> (5 pts)	5/5

**Comments:**

Although Michael definitely had enough information to ask for a sale, he did not. This appealed to me because I do not like to be pushed--I rarely purchase such an item on the first visit to the store. However, I liked Michael 's approach so much that we will go through him should we decide to switch satellite providers. I always felt that Michael was sincerely interested in providing me with what I was looking for at a good price. He also asked my occupation and told me teachers were offered a 20% discount with a check stub.

**Relationship Building****100.00% (15 / 15)**

<b>1. Did the employee seem to have a high level of integrity?</b>	<b>Yes</b> (5 pts)	5/5
<b>2. Do you feel the employee was credible?</b>	<b>Yes</b> (5 pts)	5/5
<b>3. Do you feel the employee was likable and was capable of fulfilling your needs?</b>	<b>Yes</b> (5 pts)	5/5

**Comments:**

I found Michael quite knowledgeable about the products and services Verizon offers. He made me feel that he was more interested in making me happy than making money from selling me what would be most profitable for the store. Because of this I trust him. I do not have the knowledge he does, but he never made me feel as if he was superior to me. I would definitely return to this store to purchase products in the future.

**Appearance****100.00% (25 / 25)**

<b>1. Was the employee's appearance neat and clean?</b>	<b>Yes</b> (5 pts)	5/5
<b>2. Was the employee wearing a name tag?</b>	<b>Yes</b> (5 pts)	5/5
<b>3. Was the store clean and organized?</b>	<b>Yes</b> (5 pts)	5/5

4. Were the working phones free of pictures, texts, emails or any other data?

Yes (5 pts) 5/5

5. Were all phones clean and free of excessive finger prints and smudges?

Yes (5 pts) 5/5

**Comments:**

Michael was neat in appearance and wearing his name tag. The store was clean. I did not see any pictures, texts, or e-mails. The phones were also clean. At one point a phone came loose and an alarm sounded. The other employee helped him to fix this situation right away.

**Overall Store Experience**

**Comments:**

When I entered the store, Michael was accepting a package from a UPS delivery man. He made eye contact with me and greeted me as soon as the delivery man turned to leave. While waiting I noted the store was neat and clean.

He explained the various differences in phones, gave reasons for his personal preferences, and asked about my own. He asked my occupation and told me that as a teacher a pay stub from my school district would entitle me to a 20% discount. He asked about my current plan and explained how Verizon could better it. He explained the necessity of a data card.

When he learned we had been DirecTV customers for many years, he showed me how we could save money by switching to Dish network. Although he did not ask for the sale, nor explain a bundling package, he did send me home with brochures and I feel certain he could answer all questions I have concerning those brochures. I liked Michael because he wasn't pushy, and treated my questions with great respect. Should we decided to switch to Dish network we will go through Michael.

**Upload copy of business card here:**

**Survey Total: 86.40% (108 / 125)**