

Reporting Instructions and Tips

This document will help you complete the online evaluation form. Be sure to read all of it and print it for reference if possible.

It is important to read all the instructions on the online evaluation form both at the top of each page and next to or below each question you are answering. You cannot properly complete the report without following all these instructions.

The report may include any/all of the following types of questions:

Yes/No: Yes No Explain ALL No answers in the appropriate box.

Emp. Name/Description: Can you provide this employee's name and are you 100% sure it's accurate? Select Below
EMPLOYEE NAME: (if **NO NAME** or **NOT SURE LIST ALL** the following: gender, race, age, height, hair color & style/length, weight & distinguishing features or clothing below.)
If you're not certain of the name, provide detailed description including ALL the following: gender, race, age(years), height, hair color & style/length, build & distinguishing features or clothing for all employees. Even if you hear their name or see it on the receipt a detailed description is still required.

Time: TIME EVALUATED: Choose Time
List the exact specific time you evaluated that area or employee. It is best to take notes on this while at the facility. Do not try to guess.

Location: SPECIFIC LOCATION:
List the specific name of the individual area or location at the facility. Use landmarks or descriptions if needed. Do not list the main facility name.

Scored Questions: Overall impression of conditions encountered Select Below
EXPLAIN your score for **JUST** the question directly above and **ONLY** that question in complete sentences:

May include 1-3, 0-4, 1-5, 1-10 or other options. Select the most appropriate response and if an explanation box appears below the question, provide SPECIFIC details that justify or explain your answer. Do NOT restate the answer, but elaborate on the facts that led you to choose this answer.

Narrative Boxes: **EXPLAIN** answers to **ONLY** the **RED** questions for **just THIS section** in complete sentences. Do **NOT** list question numbers. (If no questions turn **RED** leave blank):

DETAIL observations & interactions (start to finish) including specific **QUESTION** you asked & their **RESPONSE** for just this section in **6+** complete sentences. (Do **NOT** repeat from above):

Typically each section will include TWO narrative boxes. Please only provide the appropriate comments in each specific box:

1. The first box (shown above in gray) is to explain all NO or negative response questions. Just provide specific factual observations to explain this answer. Do not discuss other observations or details relating to other questions here.
2. The second box (shown above in white) is to provide a detailed summary of all other observations for that entire section. Tell the story of your observation, participation, transaction and interaction in this area or with this employee (include question asked and their response at all times).

Sample Narratives:

Many groups of questions on each report include two **different sections** with specific questions about locations and then about employees.

Locations/Attractions: These sections ask questions about observations such as cleanliness, ease of finding, safety, selection, etc.

- Focus on conditions and reactions versus stating what is available or where. The client knows what they have and where.
 - **For example:** "The bathrooms were easy to locate since they were near the front. They were clean with adequate soap and toilet paper. The mirrors were smudge free and the counters were dry, clean and in good condition."
 - **For example:** "The ride was easy to locate due to the large signs. There was no line and the area was clean and organized. It was visually appealing due to the bright colors and appeared to be well maintained."

Employees/Team Members/Volunteers: When reporting your evaluations of employees we **ALWAYS** need all the following:

- Specific details as to what actual question you asked them and how they responded (every single interaction).
 - **For example:** "I asked Bob what toppings came on the nachos and he listed them off to me."
- Specific details as to the employee's greeting and closing (where applicable).
 - **For example:** "As we approached the counter, he smiled, made eye contact and said, 'Hello, how may I help you?'" and, "As he handed me the change, he said to have a nice day."

Price/Value/Selection: All scoring and comments related to this in terms of food, retail and attractions must only be provided when asked for and must always be comparisons to other similar locations/attractions. DO NOT provide general comments about price, selection and value!

For help submitting call 800-362-9946 option 4 or for reschedules, cancels or urgent issues option 5 (9am-12am ET-7 days week)