Ted Stevens Anchorage International Airport

Mystery Shopper Evaluation Form

Review Information		
Name of person being shopped:		Company being Shopped:
Date:	Time:	Volunteer's Name

Customer Service

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Gets By	(1) = Needs Work
Were they helpful?	☐	☐	☐	☐	☐
Were they friendly?	☐	☐	☐	☐	☐
Did they acknowledge you?	☐	☐	☐	☐	☐
Were you thanked?	☐	☐	☐	☐	☐
How was their overall etiquette?	☐	☐	☐	☐	☐
If you shopped a concession:					
Did they offer you anything else with your purchase, i.e. drink with sandwich?	☐	☐	☐	☐	☐

Associate Appearance

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Gets By	(1) = Needs Work
Did they wear a name tag? (Enterprise & Dollar do not wear name tags.)	☐	☐	☐	☐	☐
Did they look neatly dressed?	☐	☐	☐	☐	☐

Facility Appearance

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Gets By	(1) = Needs Work
Did the area look:					
Clean	☐	☐	☐	☐	☐
Neat	☐	☐	☐	☐	☐

Overall

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Gets By	(1) = Needs Work
The Service was:	☐	☐	☐	☐	☐

Comments: