

Name SAM	10/02 12.00	Quiet
Criteria	Rating	Reason for rating/notes
Personal welcome for every customer	3	Sam had prepared a list of customers expected with a note of why they are visiting and knows each customer by sight, greeted immediately
Customer looked after at each stage	2	Several customers arrived at once and Sam twice sent customers through to other staff with a note on the messaging system rather than a personal handover

Name SAM	12/02 14.00	Busy
Criteria	Rating	Reason for rating/notes
Personal welcome for every customer	2	Sam had prepared a list of customers expected with a note of why they are visiting and knows each customer by sight and greeted immediately. However two customers arrived early and Sam had to check who they were on the system.
Customer looked after at each stage	2	Several customers arrived at once and Sam twice sent customers through to other staff with a note on the messaging system rather than a personal handover

Name VIV	08/02 10.00	Busy
Criteria	Rating	Reason for rating/notes
Personal welcome for every customer	2	Viv greeted each customer immediately but had to ask names and check on the system for their visit
Customer looked after at each stage	2	Viv sent most customers through to other staff with a note on the messaging system rather than a personal handover

Name VIV	10/02 12.00	Quiet
Criteria	Rating	Reason for rating/notes
Personal welcome for every customer	2	Viv greeted each customer immediately but had to ask names and check on the system for their visit
Customer looked after at each stage	3	Viv called each staff member through to reception and passed customers over with brief detail of the requirement

Name FRANKIE	12/02 16.00	Quiet
Criteria	Rating	Reason for rating/notes
Personal welcome for every customer	2	Frankie greeted customers immediately but had to ask for their names to check on the system.
Customer looked after at each stage	2	Several customers arrived at once and Frankie four times sent customers through to other staff with a note on the messaging system rather than a personal handover

Name FRANKIE	08/02 14.00	Busy
Criteria	Rating	Reason for rating/notes
Personal welcome for every customer	1	Frankie did not greet three customers as they entered as a queue had formed, and did not use any customer names
Customer looked after at each stage	1	Frankie sent three customers through to other desks without any handover details to colleagues