

## DOG KENNEL/HOSPITAL \* SECRET SHOPPER EVALUATION

**Dog Kennel Name:** \_\_\_\_\_

**Date/Time of visit:** \_\_\_\_\_

**Name of Employee:** \_\_\_\_\_

Rate the service that you received for each of the items based on the following scale:

1 = Poor to 5 = Excellent

**Item/Description** **Rating (circle one)**

Facilities

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Was the outside appearance attractive – curb appeal?            | 1 | 2 | 3 | 4 | 5 |
| 2. Did the outside appear to be clean? (sidewalks, windows, doors) | 1 | 2 | 3 | 4 | 5 |
| 3. Availability of information brochures?                          | 1 | 2 | 3 | 4 | 5 |
| 4. Pleasant and attractive décor?                                  | 1 | 2 | 3 | 4 | 5 |
| 5. Pleasant and comfortable waiting area?                          | 1 | 2 | 3 | 4 | 5 |

Associates

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Friendly and courteous manner?                  | 1 | 2 | 3 | 4 | 5 |
| 2. Knowledge of services?                          | 1 | 2 | 3 | 4 | 5 |
| 3. Willingness to listen and respond to your need? | 1 | 2 | 3 | 4 | 5 |
| 4. Fast and efficient service?                     | 1 | 2 | 3 | 4 | 5 |
| 5. Level of professionalism on the phone?          | 1 | 2 | 3 | 4 | 5 |
| 6. Greeting when you entered?                      | 1 | 2 | 3 | 4 | 5 |
| 7. Appearance of the team?                         | 1 | 2 | 3 | 4 | 5 |
| 8. Level of knowledge and experience?              | 1 | 2 | 3 | 4 | 5 |
| 9. Interest and attention to specific needs?       | 1 | 2 | 3 | 4 | 5 |
| 10. Were you thanked for your business?            | 1 | 2 | 3 | 4 | 5 |
| 11. Would you recommend to a friend?               | 1 | 2 | 3 | 4 | 5 |
| 12. Was your dog called by name?                   | 1 | 2 | 3 | 4 | 5 |

Miscellaneous

- |  |   |   |   |   |   |
|--|---|---|---|---|---|
| 1. Was the overall experience enjoyable? | 1 | 2 | 3 | 4 | 5 |
| 2. Were the hours convenient?            | 1 | 2 | 3 | 4 | 5 |

Total Score: \_\_\_\_\_

Your name: \_\_\_\_\_

Approximate time spent: \_\_\_\_\_