

**Location:**

Quality Hotel Cambridge (ACCL Quality)
212 Riley Street
Surry Hills NSW Australia 2010

Shop Date: Aug-29-09 Saturday

Score: 97.20%

Onsite Evaluation

Sections	Score	Possible	Pct
01. Overview			%
02. Store Appearance	27	27	100.00 %
03. Products and Services	20	22	90.91 %
04. Team Member Appearance	7	7	100.00 %
05. Team Member Service Manner	32	32	100.00 %
06. Team Member Product or Service	9	9	100.00 %
07. Recommendation	9	10	90.00 %
Totals	104	107	

Categories	Score	Possible	Pct
02. Appearance	31	31	100.00 %
03. Cleanliness	3	3	100.00 %
04. Courtesy	4	4	100.00 %
05. Marketing	13	14	92.86 %
06. Quality	5	5	100.00 %
07. Sales	4	4	100.00 %
08. Service	44	46	95.65 %
Totals	104	107	

Location:

Quality Hotel Cambridge (ACCL Quality Ho)

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Evaluation Date: Aug-29-09 Saturday**Time In:** 04:42 PM**Time Out:** 04:52 PM**Onsite Evaluation****SECTION#1 Overview**

Q.#	Question	Answer	Score/Possible	%
1	Please provide an overview on the overall evaluation of the business, including the customer service, business appearance and your experience.	The business appearance was to satisfactory standards. What was really really excellent was the vast number of brochures on display which I am sure would have come in very handy to guests staying there who didn't know Sydney very well. It's also in a peaceful location but only a block away from Oxford Square, a central city area. The place was relatively clean and there were plenty of staff on call and the person serving me could not be faulted.		

Section Comments

The place was relatively clean, the counter surfaces, tables, the bar and restaurant further into the hotel on the first floor where I looked into were very clean. The only area that let them down a little was the floor of the front foyer, which had very little, hardly noticeable debris from outside including some leaves. Also the sofas on in the front entrance area had a little rubbish, not so dirty but more like bits of scrunched paper in the folds of the sofa in a couple of places, very small things. I still given a rating of 'very well maintained' rating because it was still very clean and it is the most used part of the hotel and is very open to the elements outside on a windy as the foyer is not so long or big, allowing easy entry of debris when the glass doors opened and also in consideration of the very clean proper interior away from the glass doors including the bar, bar sitting area and the restaurant.

SECTION#2 Store Appearance

Q.#	Question	Answer	Score/Possible	%
2	Was the external signage clean and easy to read?	Very clean and clear	5 / 5	100
3	Was the exterior of building or site well maintained?	Very well maintained	5 / 5	100
4	Was the interior of the business well maintained? E.g. chairs, mirrors, counters, etc.	Very well maintained	5 / 5	100
5	Was the store or site clean and clear of clutter?	Yes, it exceeded expectations	5 / 5	100
6	Was the counter area clean, tidy and free of clutter?	Yes	3 / 3	100
7	Were all the lights on/working?	Yes	4 / 4	100
Section Totals:			27 / 27	100

SECTION#3 Products and Services

Q.#	Question	Answer	Score/Possible	%
8	Please rate the range of services or products on offer.	Average	2 / 3	66

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Q.#	Question	Answer	Score/Possible	%
9	Please score the merchandising, promotional or advertising material.	Very Good	4 / 4	100
10	What did you think of the presentation of the products or services?	Good	4 / 5	80
11	Were the products and services fresh, fashionable and up to date?	Very Fresh or Fashionable	5 / 5	100
12	Were all products clearly labeled or easy to view, with prices easy to view?	Very Easy	5 / 5	100
Section Totals:			<u>20</u> / <u>22</u>	<u>90</u>

SECTION#4 Team Member Appearance

Q.#	Question	Answer	Score/Possible	%
13	What were your thoughts on the team members presentation and grooming?	Excellent	4 / 4	100
14	How easy was it to identify the team members?	Very Easy	3 / 3	100
Section Totals:			<u>7</u> / <u>7</u>	<u>100</u>

SECTION#5 Team Member Service Manner

Q.#	Question	Answer	Score/Possible	%
15	Please rate the team members level of customer service.	Very Good	5 / 5	100
16	When was a team member available to assist with your enquiry?	Immediately	5 / 5	100
17	What did you think of the team members greeting?	Excellent	5 / 5	100
18	Please rate the team members listening skills. Did they listen attentively to your needs?	Excellent	5 / 5	100
19	Were you satisfied the team member was genuinely interested in your enquiry?	Very Satisfied	4 / 4	100
20	What sort of attempt did the team member make to close the enquiry/sale?	Strong Attempt to Close	4 / 4	100

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SECTION#5 Team Member Service Manner

Q.#	Question	Answer	Score/Possible	%
21	Was the team members farewell polite and appropriate?	Very Polite	4 / 4	100
Section Totals:			32 / 32	100

SECTION#6 Team Member Product or Service Knowledge

Q.#	Question	Answer	Score/Possible	%
22	How well did you think the team member confirmed or understood your requirement?	Very well	4 / 4	100
23	How informative was the team member regarding your enquiry?	Very informative	5 / 5	100
Section Totals:			9 / 9	100

SECTION#7 Recommendation

Q.#	Question	Answer	Score/Possible	%
24	How likely would it be that you would recommend this business to others, based on your experience today?	Highly Likely	5 / 5	100
25	If you were a genuine customer, how likely would it be that you would revisit, based on your experience today?	Somewhat Likely	4 / 5	80
Section Totals:			9 / 10	90

Section Comments

This comes across as a nice reputable business that has all the facilities, comforts and class of a four star hotel. What they provide is as expected, a quality establishment.
