1. Your Name

2. Store Address

3. Store Number

4. Date and Time of Visit

Date / Time

MM/DD/YYYY hh mm -

5. Was the store clean and orderly?

- Yes
- No

6. If "No" Please Describe Why

7. Was the employee sitting when you entered the store?

- Yes
- No

8. Was the employee(s) wearing Cricket Branded Attire and Name Tags?

- Yes
- No

9. Please Describe the Appearance of the Employee(s)

10. Were You Greeted Promptly and Warmly?

- Yes
- No

11. Did the Employee Introduce Themselves by Name and Ask for Your Name?

- Yes
- No

12. If Yes, What was the employees name?

13. Did the Employee Shake Your Hand?

- Yes
- No

14. What Phrase or Question Was Used to Greet You?

15. Did the Employee Ask About Your Current Carrier and Phone?

- Yes
- No

16. What Questions Where Used?

17. Did the Employee Present New Phone Options, Explain Why, and Ask Which You Prefer?

- Yes
- No

18. How would you rate the employees phone knowledge?

- Above average
- Average
- Below average

19. Did the Employee offer Accessories?

- ◯ Yes
- ◯ No

20. Did the Employee show you the accessories and put them in your hands?

- ◯ Yes
- ◯ No

21. How would you rate the Employees Accessory Knowledge?

- ◯ Above average
- ◯ Average
- ◯ Below average

22. What Accessories were shown/offered?

- ☐ Case
- ☐ Glass Screen Protector
- ☐ Liquid Screen Protector
- ☐ Charging Options
- ☐ Audio Options
- ☐ Other

23. Did the Employee offer you a Cricket Pack Bundle?

- ◯ Yes
- ◯ No

24. Did the Employee Explain the Refer a Friend program?

- ◯ Yes
- ◯ No

25. Did the Employee present the option to pay for your phone and accessories over time?

- ◯ Yes
- ◯ No

26. Did the Employee present and explain Cricket Protect?

- ◯ Yes
- ◯ No

27. Did the Employee present and explain Auto Pay?

- ◯ Yes
- ◯ No

28. Did the Employee offer Mobile Hot spot and/or Data Plans for Tablets?

- ◯ Yes
- ◯ No

29. Did the Employee ask for the sale at least 3 times?

- ◯ Yes
- ◯ No

30. What types of questions did the Employee ask in order to close the sale?

31. How likely would you have been to purchase from this employee?

- ◯ Very likely
- ◯ Likely
- ◯ Neither likely nor unlikely
- ◯ Unlikely
- ◯ Very unlikely

32. Did the Employee sincerely thank you and walk you to the door?

- ◯ Yes
- ◯ No