



# Customer First 2024

Section	Question	Point Value
<b>Forecourt</b>		<b>max 66</b>
<b>1</b>	<b>Were all ID/Price signs operational, in good condition, and clearly visible?</b>	<b>max 13</b>
	A: The price sign had burned out LED/bulbs or missing tile digits.	-5
	B: Part of the price sign was visibly dirty, faded, rusty or damaged.	-4
	C: The price sign was obstructed by trees/plants or did not match the price at the pump.	-4
<b>2</b>	<b>Were the Fueling and Landscaped areas properly maintained?</b>	<b>max 15</b>
	A: There was spills or trash on the lot.	-5
	B: There was trash in the landscaping.	-5
	C: The grass/trees/plants were overgrown or had weeds or foliage.	-5
<b>3</b>	<b>Was the dispenser you used clean and well maintained?</b>	<b>max 15</b>
	A: The dispenser was excessively dirty.	-8
	B: The nozzle handles and covers had signs of long-standing neglect and left a gasoline smell on hands.	-7
<b>4</b>	<b>Was the dispenser you used functioning properly?</b>	<b>max 8</b>
	A: I was not able to use my payment card at the dispenser.	-4
	B: I did not receive a paper or electronic receipt at the dispenser.	-4
	C: Fuel was dispensed at a rate of more than 10 seconds per gallon.	NA
<b>5</b>	<b>Were the pump island amenities available and in good condition?</b>	<b>max 15</b>
	A: Waste containers were not available, or were dirty and /or overflowing with trash.	-5
	B: A window washing unit was not available or did not have enough clean water or a usable squeegee for a customer to wash their windows.	-5
	C: There was not a paper towel or cloth towel available at the dispenser.	-5
<b>Forecourt Total</b>		<b>max 66</b>
		<b>Total Points</b>



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Section	Question	Point Value
<b>Backcourt</b>		<b>max 34</b>
<b>6</b>	<b>Was the Store (or payment area if kiosk only) clean and orderly?</b>	<b>max 6</b>
	A: Parts of the store were significantly dirty or cluttered.	-2
	B: The store windows were dirty or cluttered with unprofessional or unauthorized signage.	-2
	C: An aisle or C-store area was obstructed or being used for storage.	-2
<b>7</b>	<b>Did the restroom appear well-stocked, clean and orderly?</b>	<b>max 10</b>
	A: The floor, walls, or trash receptacle was not properly maintained.	-2
	B: The restroom lights were not properly functioning or maintained.	-2
	C: The soap dispenser was not functioning or, the restroom was missing toilet tissue or paper towels or a functioning hand dryer.	-2
	D: One or more fixtures (sink, mirror, toilet, urinal, etc.) was dirty, damaged, not functioning, or etched with graffiti.	-2
	E: Restroom had an offensive odor.	-2
<b>8</b>	<b>Did the CSR offer you attentive, prompt and friendly service?</b>	<b>max 12</b>
	A: I was not greeted or acknowledged by the CSR when it was my turn to be waited on.	-3
	B: The CSR took more than 45 seconds to process my transaction.	-3
	C: The CSR was on the phone or engaged in another conversation during the transaction.	-3
	D: The CSR did not offer me a friendly parting remark.	-3
<b>9</b>	<b>Was the CSR who assisted you neat and tidy in appearance, with the proper uniform?</b>	<b>max 6</b>
	A: The CSR was not wearing the authorized nametag.	-2
	B: The CSR was not wearing an approved uniform shirt.	-2
	C: The CSR was not neat and tidy in appearance.	-2

<b>Backcourt Total</b>	<b>max 34</b>
Total Points	

<b>Customer First Total</b>	<b>max 100</b>
Total Points	