DATE: TIME OF ENTRY: TIME OF EXIT:

WEATHER: LEVEL OF ACTIVITY:

|  |  |  |  |
| --- | --- | --- | --- |
| **1. External - Arrival & Parking** | No (0 points) | Yes (1 point) | Excellent (2) |
| Signposts to car parks clear & parking easy? |  |  |  |
| Parking area clean & tidy? |  |  |  |
| Staff at entrance pleasant & helpful? |  |  |  |
| Entry through turnstiles was easy? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 4 = % |  | | |
| Specific Comments/Observations:  Time waiting to purchase ticket? | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **2. Till/Reception, Staff Contact & Admissions** | No (0 points) | Yes (1 point) | Excellent (2) |
| Area clean, tidy and litter free? |  |  |  |
| Park Map or guide book visible? |  |  |  |
| Music was playing? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Annual Pass Scheme mentioned? |  |  |  |
| Ticket/Receipt given? |  |  |  |
| Staff helped in satisfactory way? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Question dealt with effectively? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 11 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |
| **3. Guest Services** | No (0 points) | Yes (1 point) | Excellent (2) |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Staff helped in satisfactory way? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Question dealt with effectively? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 6 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |

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| --- | --- | --- | --- |
| **4. Toilets – Location:**  **Time of Arrival: Male/Female?** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Toilets and cubicles clean and tidy? |  |  |  |
| Toilet check sheet displayed and up to date? |  |  |  |
| Toilet attendant seen? |  |  |  |
| Toilet paper available? |  |  |  |
| Toilets smelt pleasant? |  |  |  |
| Adequate hand drying facilities available? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 6 = % |  | | |
| Comments/observations: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **5A) Ride 1:**  **Time of Arrival: Waiting Time:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Queue line and attraction clean and tidy? |  |  |  |
| Ride restriction information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Were you greeted? |  |  |  |
| Question answered confidently and accurately? |  |  |  |
| Team member helpful, friendly and attentive? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Ride was loaded & offloaded effectively? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 10 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |

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| --- | --- | --- | --- |
| **5B) Ride 2:**  **Time of Arrival: Waiting Time:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Queue line and attraction clean and tidy? |  |  |  |
| Ride restriction information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Were you greeted? |  |  |  |
| Question answered confidently and accurately? |  |  |  |
| Team member helpful, friendly and attentive? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Ride was loaded & offloaded effectively? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 10 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |

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| --- | --- | --- | --- |
| **5C) Ride 3:**    **Time of Arrival: Waiting Time:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Queue line and attraction clean and tidy? |  |  |  |
| Ride restriction information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Were you greeted? |  |  |  |
| Question answered confidently and accurately? |  |  |  |
| Team member helpful, friendly and attentive? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Ride was loaded & offloaded effectively? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 10 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |

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| --- | --- | --- | --- |
| **5D) Ride 4:**  **Time of Arrival: Waiting Time:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Queue line and attraction clean and tidy? |  |  |  |
| Ride restriction information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Were you greeted? |  |  |  |
| Question answered confidently and accurately? |  |  |  |
| Team member helpful, friendly and attentive? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Ride was loaded & offloaded effectively? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 10 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |

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| --- | --- | --- | --- |
| **6. Entertainment/Show – Name:**  **Time of Arrival: Waiting Time:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Information about show clear and visible? |  |  |  |
| Stage/Theatre clean and tidy? |  |  |  |
| Team member helpful, friendly and polite? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Were you greeted? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 7 = % | Name of staff member: | | |
| Overall impression of show: | | | |

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| --- | --- | --- | --- |
| **7. Participation Game – Name:**  **Time of Arrival: Waiting Time:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Information about price/rules clear and visible? |  |  |  |
| Greeted with friendly welcome and smile? |  |  |  |
| Team member explained rules and prizes? |  |  |  |
| Team member made game experience special? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 4 = % | Name of staff member: | | |
| Overall impression of game: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **8. Photo Stand – Location:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Area clean and tidy? |  |  |  |
| Pricing information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Offered help without being asked? |  |  |  |
| Team member asked about your day? |  |  |  |
| Additional products/services mentioned? |  |  |  |
| Team member said goodbye? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 9 = % | Name of staff member: | | |
| Comments/observations:  Name of staff member: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **9. Shop – Details & Location:**  **Time of Arrival:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Store was clean, tidy and free from litter? |  |  |  |
| Store was inviting? |  |  |  |
| All products clearly priced? |  |  |  |
| All products in good condition? |  |  |  |
| Shelves filled with sufficient products? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Were you greeted? |  |  |  |
| Product knowledge demonstrated? |  |  |  |
| Team member offered other products? |  |  |  |
| Served quickly at pay point? |  |  |  |
| Question answered confidently and accurately? |  |  |  |
| Team member made parting pleasantry? |  |  |  |
| Would you happily visit the store again? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 15 = % | Name of staff member: | | |
| Comments/Observations: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **10. Shop/Kiosk - Details & Location:**  **Time of Arrival:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Area clean and tidy? |  |  |  |
| Pricing information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Offered help without being asked? |  |  |  |
| Team member asked about your day? |  |  |  |
| Additional products/services mentioned? |  |  |  |
| Team member said goodbye? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 9 = % | Name of staff member: | | |
| Comments/observations: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **11. Food Stall/Kiosk - Details & Location:**  **Time of Arrival:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Area clean and tidy and free from litter? |  |  |  |
| Pricing information clear and visible? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Team member made eye contact? |  |  |  |
| Team member smiled? |  |  |  |
| Offered help without being asked? |  |  |  |
| Team member asked about your day? |  |  |  |
| Additional products/services mentioned? |  |  |  |
| Team member said thank you and goodbye? |  |  |  |
| Number of criteria scoring 1 or 2 points:  \_\_\_\_\_ out of 9 = % | Name of staff member: | | |
| Comments/observations: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **12. Restaurant – Details & Location:**  **Time of Arrival:**  **Approx. Number of guests already seated: Approx. Number of guests waiting:** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Restaurant was clean, tidy and free from litter? |  |  |  |
| Availability of food was clear on menu boards? |  |  |  |
| Positive initial impression of restaurant? |  |  |  |
| Acknowledged at service area with eye contact/smile? |  |  |  |
| Team member offered help? |  |  |  |
| Additional products offered? |  |  |  |
| Questions answered confidently and accurately? |  |  |  |
| Team members helpful and friendly? |  |  |  |
| Correct uniform and name badge? |  |  |  |
| Food presented attractively? |  |  |  |
| Food served quickly and efficiently? |  |  |  |
| Food was at the correct temperature? |  |  |  |
| Dining area tidy? |  |  |  |
| Sufficient, clean easy to find high chairs available? |  |  |  |
| Team members clearing and wiping tables? |  |  |  |
| Sufficient clean cutlery and condiments available? |  |  |  |
| Team members interacted with guests? |  |  |  |
| Quality of food met expectations? |  |  |  |
| Would you happily return to the restaurant? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 19 = % | Name of staff member: | | |
| Question asked:  Comments/Observations: | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **13. General & Exit** | | | |
|  | No (0 points) | Yes (1 point) | Excellent (2) |
| Site was clean? |  |  |  |
| Rubbish bins easy to find? |  |  |  |
| Bins not overflowing? |  |  |  |
| Sufficient clear signposting? |  |  |  |
| Team members interacted with guests? |  |  |  |
| Made aware you could purchase tickets for other attractions? |  |  |  |
| Team members friendly, helpful and attentive? |  |  |  |
| Park was safe and secure? |  |  |  |
| All exit signposts were clear? |  |  |  |
| Number of criteria scoring 1 or 2 points:    \_\_\_\_\_ out of 9 = % | Name of staff member: | | |
| Comments/observations: | | | |

**TOTAL SCORES:**

|  |  |
| --- | --- |
|  | Score |
| 1. External - Arrival & Parking | /4 |
| 2. Till/Reception, Staff Contact & Admissions | /11 |
| 3. Guest Services | /6 |
| 4. Toilets | /6 |
| 5A) Ride 1 | /10 |
| 5B) Ride 2: | /10 |
| 5C) Ride 3: | /10 |
| 5D) Ride 4: | /10 |
| 6. Entertainment/Show | /7 |
| 7. Participation Game | /4 |
| 8. Photo Stand | /9 |
| 9. Shop | /15 |
| 10. Shop/Kiosk | /9 |
| 11. Food Stall/Kiosk | /9 |
| 12. Restaurant | /19 |
| 13. General & Exit | /9 |

Work out the total score out of 148, then the overall % score for your visit:

(Score divided by 148) X 100 =

%