

APPROACHABLE

1. Was the employee dressed in neat, professional attire?
Yes
No
If no, please explain.
2. Was the employee's badge visible?
Yes
No
If no, please explain.
3. Did the employee demonstrate positive body language?
Yes
No
If no, please explain.

COURTEOUS

When it was your turn did you receive a positive, hospitable acknowledgment?

Yes
No
If no, please explain.

4. How were you acknowledged?
Verbal
Non-verbal (wave, nod, eye contact, etc.)
No acknowledgment
5. Did the employee display a courteous and professional demeanor?
Yes
No
If no, please explain.

INFORMATIVE

6. Was the employee present and alert?
Yes – Employee was focused and attentive.
No – Employee was distracted.
If no, please explain.

RESPONSIVE

7. Did the employee proactively provide information and direction?
Yes – The employee proactively provided information and direction.

No – The employee did not proactively provide information and direction or provided none at all.
Please provide details.

8. Was the employee alert to safety and security risks?

Yes – The employee was alert to safety and security risks in the area.

No – The employee was not alert to safety and security risks in the area.

If no, please explain.

9. Did the employee display a sense of urgency while assuring thorough security inspections?

Yes

No

If no, please explain.

10. Did the employee display patience and empathy with guests?

Yes – The employee displayed patience and empathy with guests.

No – The employee was impatient and showed no empathy with guests.

If no, please explain.

EFFICIENT & EFFECTIVE

11. Was the wait time reasonable based on the volume of traffic?

Yes – The wait time was reasonable based on the volume of traffic.

No – The wait time was not reasonable based on the volume of traffic.

If no, please explain.

12. Did the employee clearly communicate?

Yes – Employee was easy to understand and communicated in a clear manner.

No – Employee was not easy to understand and did not clearly communicate.

If no, please explain.

13. Did the employee take ownership and handle the process with confidence?

Yes – The employee took full ownership and handled the process in a confident manner.

No – The employee did not take ownership nor acted in a confident manner

If no, please explain.