

Retail Store Service Quality Assessment

Store Name

Date of Assessment

Assessor Name

1. Store Appearance & Cleanliness

How clean and organized was the store?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Comments

2. Staff Friendliness & Helpfulness

How would you rate the staff's attitude and willingness to assist?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Comments

3. Product Availability

Were the products you needed available?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Comments

4. Checkout Process

How would you rate the efficiency and accuracy of the checkout process?

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5

Comments

Additional Feedback

Please provide any suggestions or comments to improve our services: