

Viking Outfitters Campus Store Scorecard

Customer Service

- ___ Is there an authentic exchange extended to all guests upon entrance and exit?
- ___ Do the staff members appear to be positive and approachable?

Comments: _____

Presentation

- ___ Are high-traffic areas well-maintained and free from scuff marks or wear?
- ___ Is the music at an appropriate volume for a comfortable shopping and common area experience?
- ___ Are there any burnt-out light bulbs or dim areas that need attention?
- ___ Is the temperature comfortable for a pleasant shopping and common area experience?
- ___ Are all staff members wearing clean and presentable uniforms (including name tags)?
- ___ Are there any unpleasant odors in the campus store that need to be addressed?
- ___ Are the windows clean?
- ___ Is the overall atmosphere conducive to a pleasant and relaxed shopping experience?

Comments: _____

Safety

- ___ Is every area free from obstructions or clutter?
- ___ Is the doorway unobstructed, free from any potential barriers or blockages?
- ___ Is the environment free from any potential fire hazards?
- ___ Are the floors clear of any spills or potential hazards that might pose a risk of accidents?
- ___ Are there guidelines for the maximum height of stacked items to ensure stability and safety?

Comments: _____

Storage/Supplies

- ___ Are the dry storage shelves well-organized with clearly labeled items?
- ___ Are cleaning supplies stored in a designated area?
- ___ Are storage containers and bins clean and in good condition?
- ___ Is the storage room free from any signs of pests or infestation?
- ___ Is there a system in place for managing inventory and restocking items as needed?

Comments: _____

Signs

- ___ Has the tape been removed from signs that were previously hung?
- ___ Are the customer service QR codes posted and easily found?
- ___ Are all informational signs printed using the established sign template rather than handwritten?
- ___ Do all informational signs have a cohesive design and follow a consistent visual theme?
- ___ Are all signs displaying updated information?
- ___ Does every sign holder have a sign within it? If not, is there a plan to store away those without signs to maintain a clutter-free environment?
- ___ Do all sign holders contain a properly displayed sign (centered and straight)?
- ___ Are event or schedule signs current and reflecting accurate dates and times?
- ___ Can a QR code, requesting feedback from guests, be found at every service location?

Comments: _____

ADA Accessibility

- ___ Are the staff members addressing potential challenges related to accessibility during high-traffic times in common areas?
- ___ Are there any ongoing efforts to educate guests about the importance of maintaining clear pathways and accessible spaces around tables?
- ___ Are there specific features, such as adjustable tables or clear spaces, implemented to accommodate individuals with varying mobility needs?
- ___ Is Viking Outfitters addressing any potential obstacles or barriers that may impact accessibility between tables in common areas?

Comments: _____

Electronic

- Are digital displays, such as screens or monitors, in working order and displaying relevant information?
- Is the sound system providing clear and pleasant background music without disruptions?
- Are self-service kiosks, if applicable, operational, and easy for guests to navigate?

Comments: _____

Organization

- Is merchandise fronted on the shelves?
- Are apparel items sized with appropriate size indicators (i.e., small medium, large) ?
- Is the arrangement of merchandise reviewed consistently to maintain a cohesive and aesthetically pleasing look?
- Are there color-coded systems in place to identify different sections within the facility?
- Are fixtures labeled to assist in easy identification of books and other items?
- Are there designated sections for new arrivals or featured items?
- Is the inventory of merchandise reviewed and updated for accuracy in pricing?
- Are there established procedures for modifying storage arrangements in response to changes in the quantity or type of items on hand?
- Are sales promotions clearly defined and pushed forward for ease of shopping?
- Is the pickup area clearly defined and organized for ease of pickup?
- Is the area behind registers free of clutter and debris?
- Are there any measures in place to protect merchandise from environmental factors, such as humidity or direct sunlight?

Comments: _____

Closing

- Was the trash taken out and is there no trash left over from the night before?
- Is the location presentable and ready to be opened?
- Is the workspace tidy, free of any clutter, and welcoming for the next shift?
- Have all areas been checked to ensure they are clean and organized for the next day?
- Have all necessary closing reports or documentation been completed and filed accordingly?
- Was all equipment and machinery properly shut down and secured for the night?
- Have all lights and electronic devices been turned off to conserve energy overnight?
- Are all entry points, windows, and doors securely locked to ensure the security of the premises?

Comments: _____
