



Trampoline Park Sample report

Visit#:	Shopper's Occupation	Scoring Key: Yes / No = 1 point 0-4 = 4 pts (0-Low / 4-High) N/A = 0 pts
Shopper#	Shopper's Home	
Visit Date:	Other Guests' Ages	
Weather Conditions	Time Arrived:	
Shopper's Gender / Age:	Time Departed	

Total Score: 89%

Website 100% 4 of 4

- Website layout was easy to understand
- Website was easy to navigate
- Website contained adequate information
- Website portrayed a fun, safe and entertaining location

Website Narrative:

Summary Narrative: The website was easy to navigate and get to my location's specific website. Prices and hours were clearly stated and all information about jumping was clear and understandable.

Phone Call 91% 10 of 11

- | | | |
|------------|--|------------|
| Yes | Phone system was easy to navigate | Yes |
| Yes | Recordings and menus were clear and easy to understand | Yes |
| Yes | Call was answered in 2 rings or less | Yes |
| Yes | Team member identified self and location | Yes |

EMPLOYEE NAME:

TIME EVALUATED:

2:34 PM

DATE OF CALL:

09/08/2017

- | | |
|---|------------|
| Provided a cheerful and enthusiastic greeting | Yes |
| Was attentive and knowledgeable about the facility | Yes |
| Answered your questions adequately | Yes |
| Offered additional info to better prepare you for visit | No |
| Were you asked if you could hold, before placed on hold | N/A |
| If placed on hold, for how long | N/A |
| Provided an appropriate closing | Yes |

Phone Call Narrative:

Scoring Explanations: She did not offer additional info.

Summary Narrative: The employee thanked me for calling and introduced herself as [redacted]. I asked if there were a lot of birthday parties tomorrow and she said that they were full all day. I asked if there was a time that would be less crowded and she said when they opened, at 10 AM was usually the least crowded. I then asked how much the socks cost and she said \$2 a pair. I thanked her for her help, and she said, "Thank you, bye bye." Overall, she was very pleasant to speak to.

Building Maintenance

100% 10 of 10

- Facility was clearly marked and easy to locate **Yes**
- Parking lot was organized and clear of trash **Yes**
- Buildings / structures were attractive & in good repair **Yes**
- Seating was available and adequate **Yes**
- Outside lighting was adequate (if applicable) **N/A**
- Background music was appropriate & at reasonable volume **Yes**
- Trash containers were available and not overflowing **Yes**

Facility Narrative:

Summary Narrative: The facility is located in an old strip mall area. There was lots of seating available during my stay. The music playing was loud enough to enjoy, but not too loud. All the trash containers had room for more trash.

Restrooms

100% 10 of 10

- Locations were clearly marked and easy to find **Yes**
- TIME EVALUATED: **11:37 AM**
- An adequate number were available **Yes**
- Were clear of water and trash **Yes**
- Were well stocked with adequate supplies **Yes**
- Were pleasant smelling **Yes**
- Were in good repair and working correctly **Yes**
- Trash containers were available and not overflowing **Yes**

Restrooms Narrative:

Summary Narrative: The women's restroom was clean and there were plenty of stalls and sinks available. There was some water on the counter and floor where the sinks were, but not excessive. The toilet paper, paper towels, and soap were all working and available.

Sales & Customer Service

95% 18 of 19

- Area was clearly marked and easy to locate **Yes**
- Any lines were organized and moved quickly **Yes**
- Prices were clearly posted and easy to understand **Yes**
- Was in uniform and neatly groomed **Yes**
- Team member's name tag was clearly visible **Yes**
- EMPLOYEE NAME:
- Smiled and made eye contact **Yes**
- Greeted you pleasantly **Yes**
- Demonstrated knowledge of facility **Yes**
- Asked if you had visited before **No**
- Handled transaction efficiently and correctly **Yes**
- Thanked you and / or provided a pleasant closing **Yes**

Sales & Customer Service Narrative:

Scoring Explanations: The team member did not ask if we had visited before.

Summary Narrative: There was a short line to wait in before reaching the counter. The team member smiled as she greeted me. I asked if I could use the Living Social coupon on Saturdays because it said not valid on _____ but I wasn't sure if that was all Saturdays or something special. She told me it was all Saturdays. She asked me how many people were jumping today and for how long I told her three for an hour. She asked if we already had the official jumping socks and I told her no, that we did need some. She asked what shoe sizes we had. I told her and she showed us the sock sizes and I choose three. She totaled my order and I paid. She then put jump bands on our arms. I thanked her and she said, "Thank you, have fun!"

Concessions

88% 14 of 16

Area was clearly marked and easy to locate

TIME EVALUATED:

Any lines were organized and moved quickly

Menu & prices were clearly posted / easy to understand

Payment options were clearly posted

Food preparation areas were clean and free of trash

Food preparation team members were wearing gloves

Food preparation team members were efficient and safe

Condiment / drink area was clean and well-stocked

Adequate eating areas/tables were available and clean

Trash containers were available and not overflowing

Concessions Narrative:

Scoring Explanations: The team members were not wearing gloves.

Summary Narrative: The area was clean. It was easy to find. When I reached the counter, there were no other customers and no team members.

Yes

11:40 AM

Yes

Yes

Yes

Yes

No

Yes

Yes

Yes

Yes

Concessions Team Member

81% 17 of 21

Was in uniform and neatly groomed

EMPLOYEE NAME:

Was wearing gloves if handling food

Smiled and made eye contact

Greeted you pleasantly

Demonstrated knowledge of menu

Asked if you needed anything else or made suggestions

Upsold food and beverage items

Was efficient and helpful

Handled transaction efficiently and correctly

Repeated order back to you

Gave you correct change

Time waited for food preparation

Directed you to the condiment area

Thanked you and / or provided a pleasant closing

Concessions Team Member Narrative:

Employee Description: female, African-American, 30s, 5'4"-5'6", brown long dreadlocks, heavy build, glasses

Scoring Explanations: The team member was not wearing gloves. She did not try to up-sell my order.

Summary Narrative: A team member at the check-in counter called over and said she would be over to help me in a minute. When she came over, I asked if they had any pizza to purchase or other items freshly made. She told me, "No, all we have is here, snack kind of stuff" pointing to the items under the counter. My daughter wanted a pink lemonade and I told her I wasn't sure she could have that. The employee said they had that, but I asked if it had red dye in it, because my daughter was not tolerating items that had that ingredient and she looked and told me it did, but they did have regular lemonade. I ordered an ICEE then and a lemonade. She repeated what I wanted and told me the total. After I paid, she thanked me handed me my items, and helped the next customer.

Yes

See Narrative

No

Yes

Yes

Yes

Yes

No

Yes

Yes

Yes

N/A

1 min

N/A

Yes

Food

100% 7 of 7

- Food was prepared according to order **Yes**
- Food appeared appetizing **Yes**
- Food temperature was correct **Yes**
- Portion size was appropriate for price **Yes**
- Food was prepared well and seasoned appropriately **Yes**
- Ingredients were fresh and of high quality **Yes**
- Food tasted appealing **Yes**

Food Narrative (including list of food ordered):

Summary Narrative: The ICEE was prepared with the correct flavor we ordered and tasted good. It was filled to the top and looked good. It was priced according to other amusement concessions pricing.

Arena Conditions

100% 12 of 12

- Any rules or regulations were clearly listed **Yes**
- Area was clean and free of trash **Yes**
- All equipment was functioning properly **Yes**
- All equipment was clean and well maintained **Yes**
- Area was safe and suitable for children **Yes**
- The attractions were not overcrowded **Yes**

Arena Conditions Narrative:

Summary Narrative: All the arena areas were clean and working properly. The attractions were not overcrowded. All the rules were posted by each area and looked safe for children. Some areas were designated for ages 6 and under only.

Arena Team Members

100% 27 of 27

- All employees in arena were wearing nametags **Yes**
- EMPLOYEE NAME: **Yes**
- EMPLOYEE NAME: **Yes**
- EMPLOYEE NAME: **Yes**
- All had a professional appearance **Yes**
- All were friendly and helpful **Yes**
- All were actively patrolling the arena **Yes**
- All were enforcing the rules **Yes**
- (No running, no double bouncing, etc.) **Yes**
- All were at least 10' apart from each other **Yes**
- All were focused and not socializing with one another **Yes**
- All were standing and not leaning or looking bored **Yes**
- Dodgeball teams were evenly matched **Yes**
- Dodgeball rules were followed **Yes**
- Foam pits were monitored and rules were enforced **Yes**

Arena Team Members Narrative:

Summary Narrative: _____ was in the dodge ball arena when we visited that. He made sure the teams had the same number of people on each side and enforced the rules. I asked him how to play and he told me you try to hit the other team with the ball and if you get hit, you're out. _____ was working the large jump area. I asked her if there was wireless in the building. She told me it was called, _____ and the password was just "guest." Tyesha was working the climbing wall area. I asked if there was an age or height requirement to do the wall and she told me that as long as they fit in the harness, they can climb. All team members were focused on guests and safety.

Overall

71% 25 of 35

- Overall impression of facility personnel **3**
- Overall impression of facility exterior **3**
- Overall impression of facility interior **3**
- Overall impression of attractions **3**
- Overall impression of food service **2**
- Overall impression of prices / value for money **2**
- Would you return to facility based on this experience **Yes**
- How likely are you to recommend location to others(1-10) **8**

Overall Narrative:

Scoring Explanations: The team members were friendly and patient with the children. The facility exterior was well kept. The facility was cleaner on the inside than I expected it to be. The tables in the eating area were clean and the restrooms were clean and did not have an odor. There was a wide variety of attractions for people to choose from which helped them keep from overcrowding. They were all in good repair and looked safe. There was no real food service here, just a snack bar with limited items. The prices were average for attractions of this type. My kids had a good time and I liked how clean the facility was. I was also impressed that it did not feel too crowded.

Summary Narrative: Lines were not long for any area. The team members were friendly when approached. The facility was clean and in good repair.

Suggestions

What 2 things could be done to improve your experience:

Summary Narrative: Having some sort of lunch/dinner food available to eat would have been nice. Maybe having a bench in front of the shoe storage area instead of the couches there to accommodate more people taking shoes on and off.

Most Memorable

What will you remember most about your experience:

Summary Narrative: I liked the climbing wall area and thought it was a nice touch to have the virtual game on the floor and playground area for the younger children. It was nice that there was something besides trampolines.

Overall Competitive Comparison

75% 3 of 4

- How do you rate this facility to others you have visited **3**
- SPECIFIC LOCATION COMPARING TO:

Competitive Comparison Narrative:

Scoring Explanations: The timing of spacing jumpers out so that the facility does not get overcrowded is an advantage.

Summary Narrative: This other facility is a bounce house/obstacle course with food service. It can get overcrowded and there are not enough team members monitoring the different areas. They do have more food service choices, however.

Outstanding Team Member

EMPLOYEE NAME:

TIME EVALUATED:

SPECIFIC LOCATION:

10:34 AM
jumping pit

Outstanding Team Member Narrative:

Summary Narrative: _____ seemed the most engaged with her job, having to watch and let the jumpers know when it was safe to go into the pit. She did seem concerned for their safety when I asked her about why they were not using the center jump lane. She said it was too chaotic when they were doing that and kids were running into each other, so they decided to just do the two side aisles instead; it was safer that way, especially when there were a lot of little ones.