

Date of visit one:	
Time:	

<b>Interactions with Centre Staff</b>	
<b>Interaction One - Problem Solving</b> (applicable in Retail Shopping Parks and all Centres)	
Staff name/description:	
When needing assistance, were you able to find a member of centre staff to help you within 3 minutes?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Did the member of staff offer a friendly greeting when you approached?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Did the member of staff ask appropriate questions to understand more about your problem?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
How effectively did the member of staff solve your problem?	<input type="radio"/> Extremely: They did everything they could to help(3)
	<input type="radio"/> Very: They were eager to help me(2)
	<input type="radio"/> Quite: They offered a basic level of service(1)
	<input type="radio"/> Not at all: I did not receive a suitable level of help(0)
How interested in helping you did the member of staff appear?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)
How friendly was the member of staff during your interaction?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)

<b>Interaction Two</b> (applicable in Retail Shopping Parks and all Centres)	
Staff name/description:	
When needing assistance, were you able to find a member of centre staff to help you within 3 minutes?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Did the member of staff offer a friendly greeting when you approached?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Was the member of staff able to answer your question effectively?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
How interested in helping you did the member of staff appear?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)
How friendly was the member of staff during your interaction?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)

<b>Interaction Three</b> (applicable only in Centres over 40,000sqm)	
Staff name/description:	
When needing assistance, were you able to find a member of centre staff to help you within 3 minutes?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Did the member of staff offer a friendly greeting when you approached?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Was the member of staff able to answer your question effectively?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
How interested in helping you did the member of staff appear?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)
How friendly was the member of staff during your interaction?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)

<b>Interaction Four</b> (applicable only in Centres over 80,000sqm)	
Staff name/description:	
When needing assistance, were you able to find a member of centre staff to help you within 3 minutes?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Did the member of staff offer a friendly greeting when you approached?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Was the member of staff able to answer your question effectively?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
How interested in helping you did the member of staff appear?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)
How friendly was the member of staff during your interaction?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)

Communication	
What was the question you wanted answering?	
When looking at the centre's website, how easy was it to find the answer to your question?	<input type="radio"/> Extremely: The answer was easy to find(3)
	<input type="radio"/> Very: I found the answer in a short time(2)
	<input type="radio"/> Quite: I found the answer after some delay(1)
	<input type="radio"/> Not at all: The question remained unanswered(0)
When calling the centre, how quickly were you able to get an answer to your question?	<input type="radio"/> Extremely: The answer was offered immediately(3)
	<input type="radio"/> Very: I was offered the answer in a short time(2)
	<input type="radio"/> Quite: I received the answer after some delay(1)
	<input type="radio"/> Not at all: The question remained unanswered(0)
When you wrote an email of complaint, how quickly did you receive a reply?	<input type="radio"/> Within 4 hours (3)
	<input type="radio"/> 4-8 hours (2)
	<input type="radio"/> 1+ days(1)
	<input type="radio"/> No reply received(0)
How effectively did the reply deal with your complaint?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)
When you completed a centre feedback form with a question or complaint, how quickly did you receive a reply?	<input type="radio"/> Within 1 day (3)
	<input type="radio"/> 1-2 days (2)
	<input type="radio"/> 3+ days(1)
	<input type="radio"/> No reply received (0)
	<input type="radio"/> No feedback forms available (0)
How effectively did the reply deal with your question/complaint?	<input type="radio"/> Extremely(3)
	<input type="radio"/> Very(2)
	<input type="radio"/> Quite(1)
	<input type="radio"/> Not at all(0)

Social Media	
When asking a question via the centre's Twitter account, how quickly did you receive a reply?	<input type="radio"/> Within 4 hours (3)
	<input type="radio"/> 4-8 hours (2)
	<input type="radio"/> 1+ days(1)
	<input type="radio"/> No reply received (0)
	<input type="radio"/> No Twitter account (0)
When asking a question via the centre's Facebook page, how quickly did you receive a reply?	<input type="radio"/> Within 4 hours (3)
	<input type="radio"/> 4-8 hours (2)
	<input type="radio"/> 1+ days(1)
	<input type="radio"/> No reply received(0)
	<input type="radio"/> No Facebook page (0)

Exceptional Centre Staff	
Was there an individual who gave exceptional service and deserves special recognition? If so, provide their name and job.	

## Centre Facilities

**Which facilities were available in the centre?**

General	<input type="radio"/> Toilets(2)
	<input type="radio"/> Up to Date Directories(2)
	<input type="radio"/> Mall Guides (2)
	<input type="radio"/> Information Desk(2)
	<input type="radio"/> Free Wi-Fi (provided by the centre, not tenants) (1)
	<input type="radio"/> ATM(1)
	<input type="radio"/> None (0)
Sustainability	<input type="radio"/> Recycling Bins(1)
	<input type="radio"/> Water Harvesting(1)
	<input type="radio"/> Energy Efficient Hand Driers(1)
	<input type="radio"/> Automatic Taps(1)
	<input type="radio"/> Half Flush Function on Toilets(1)
	<input type="radio"/> Sensor lighting(1)
	<input type="radio"/> Electric Car Charging Point(1)
<input type="radio"/> None(0)	
Parking	<input type="radio"/> Car Park on site(2)
	<input type="radio"/> Car Valet (1)
	<input type="radio"/> None(0)
Family Friendly	<input type="radio"/> Baby Changing(2)
	<input type="radio"/> Child Safety Scheme(2)
	<input type="radio"/> Food Warming (1)
	<input type="radio"/> Creche/Play Area(1)
	<input type="radio"/> Baby Feeding Facilities(1)
	<input type="radio"/> None(0)
Disability Friendly	<input type="radio"/> Disabled Toilets(2)
	<input type="radio"/> Shopmobility/Wheelchair hire(2)
	<input type="radio"/> None(0)

<b>Car Park</b>	
If there was a Car Park, was it easy to find?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Was it easy to find a place to park?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Was the car park well lit throughout?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were sufficient disabled spaces available?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
If disabled spaces were available, was the location of these clearly signed?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were sufficient parent and child spaces available?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
If parent and child spaces were available, was the location of these clearly signed?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
When standing beside your car, were you able to see more than 5 pieces of litter immediately?	<input type="radio"/> Yes(0)
	<input type="radio"/> No(1)
	<input type="radio"/> N/A(0)
Were you able to locate a payment machine quickly?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were you able to pay for parking using a credit/debit card?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
When experiencing problems in the car park, were you able to gain help quickly?	<input type="radio"/> No help found(0)
	<input type="radio"/> Some delay experienced(1)
	<input type="radio"/> It was easy to find help(2)
	<input type="radio"/> Help was available immediately(3)
	<input type="radio"/> N/A(0)
How did you get help in the car park?	<input type="radio"/> Help Button(0)
	<input type="radio"/> Car Park Attendant(0)
	<input type="radio"/> Security Guard(0)
	<input type="radio"/> Other(0)
	<input type="radio"/> N/A(0)
If Other please explain:	
When leaving the car park was the exit route clearly marked?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)

<b>The Mall</b>	
When first entering the mall, could you find a directory board or centre guide within one minute?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
Was directional signage to points of interest (toilets, large stores, taxis etc) clear throughout the mall?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
If an enclosed centre, was the mall well lit and bright throughout?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
If an enclosed centre, was the mall a comfortable temperature throughout your visit?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Did you feel safe and secure? eg adequate security guard presence, no intimidating groups	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
If No, please explain why not:	
If the centre is on two or more floors, were a sufficient number of lifts and escalators in operation?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
When browsing the mall for 30 minutes, did you observe more than 5 pieces of litter?	<input type="radio"/> Yes(0)
	<input type="radio"/> No(2)
When deciding to sit, were you able to find a vacant seat within one minute?	<input type="radio"/> Yes(2)
	<input type="radio"/> No(0)
During your visit did you see cleaners actively working within the mall?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
When you had litter to dispose of, could you find a bin within one minute?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
If yes, was the area around this bin clean and free from overflowing litter?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Was the customer service/information desk well signed and easy to find?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)

### Toilets

Were the toilets free from unpleasant odours?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Was the floor clean and free from litter and toilet tissue?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were all cubicles clean and free from graffiti?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were all toilets in working order or signed clearly as out of order?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were all sinks clean and free from excess water?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were all hand dryers in working order or were there sufficient disposable towels?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were there hooks on the back of cubicle doors?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Was the baby changing facility clean and fresh smelling?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were the disabled toilets clean and fresh smelling?	<input type="radio"/> On both visits(2)
	<input type="radio"/> On one visit(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)

### Disability Friendly

On leaving your car, was access into the centre easy for wheelchair users?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Were all parts of the centre accessible to wheelchair users with ease?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Could the disabled toilets be accessed easily and without problems?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Was directional signage to useful services (shopmobility, toilets, lifts etc) clear throughout the mall?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Does the centre have a manned information point?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Are disabled facilities clearly marked on centre maps i.e. toilets?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Does the centre provide leaflets or information available in alternative formats?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)
Does the website tell customers about the centre access features?	<input type="radio"/> Yes(1)
	<input type="radio"/> No(0)
	<input type="radio"/> N/A(0)

### Overall Experience

Based on your visit today and experience of facilities and staff would you be willing to recommend the centre to a friend	<input type="radio"/> Very likely(2)
	<input type="radio"/> Likely(1)
	<input type="radio"/> Neutral(0)
	<input type="radio"/> Would not recommend(0)