














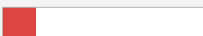
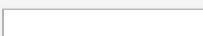



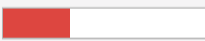



SURVEY SUMMARY			
Question	Breakdown	Question Score [?]	Potential Impact [?]
⌚ Please select the focus of your enquiry:	0.00% - Symptom 100.00% - Product 0.00% - Service		
How much did you spend?	\$17.81		
STORE PRESENTATION			
⌚ Was the interior and exterior of the pharmacy clean?	91.67% - Yes 8.33% - No	91.67% 	+0.83
⌚ If no, please select why:	0.00% - Windows were dirty 0.00% - Entrance was dirty/untidy, rubbish/broken glass/cigarette butts on the ground 0.00% - Signage was dirty/damaged 0.00% - Lights not working 0.00% - Boxes on floor in aisles without team members present 0.00% - Front counter untidy/dirty 0.00% - Shelving was not displayed in a neat and tidy manner 100.00% - Other		
⌚ Were the shelves in the pharmacy well stocked?	100.00% - Yes 0.00% - No	100.00% 	
⌚ Were promotional ends, bins and stands well stocked?	91.67% - Yes 0.00% - No 8.33% - N/A	83.33% 	+0.41
CUSTOMER'S FIRST IMPRESSIONS(FIRST IMPRESSIONS COUNT)			
⌚ Were all team members visible wearing the correct uniform?	100.00% - Yes 0.00% - No	100.00% 	
If no, please select why:			
⌚ Were all team members uniform presented in a neat and tidy manner?	100.00% - Yes 0.00% - No	100.00% 	
⌚ Were you acknowledged within 30 seconds of entering the pharmacy?	75.00% - Yes 25.00% - No	75.00% 	+2.48
⌚ If no, how long did it take?	0.00% - 31 seconds to 1 minute 33.33% - 1-2 minutes 66.67% - More than 2 minutes 0.00% - Not Acknowledged		
⌚ If you were not approached by a staff member within 2 minutes of entering the store, please	100.00% - The staff	66.67% 	+0.21

Question	Breakdown	Question Score ?	Potential Impact ?
tick the reason why.	<ul style="list-style-type: none"> 0.00% - member was serving another customer 0.00% - I could not see a reason for not being approached 0.00% - I could not find a staff member.(0) d 0.00% - Others 		
If you were not acknowledged, what were team members doing?			
☺ Did the team member give you a warm greeting, with a smile and eye contact or gesture during the acknowledgement?	100.00% - Yes 0.00% - No	100.00% 	
If no, please select why:			
CUSTOMER SERVICE DELIVERY (CONNECT WITH YOUR CUTOMERS)			
☺ Did a team member provide you customer service within 2 mins of your acknowledgment?	91.67% - Yes 8.33% - No	91.67% 	+0.83
☺ If no, please select why:	<ul style="list-style-type: none"> 0.00% - I was not approached and I had to approach a team member 0.00% - Serving other customers 100.00% - Other non-customer related tasks 0.00% - I couldn't find a team member 		
☺ Was the approach in a friendly welcoming manner, with a smile, eye contact and friendly tone of voice?	100.00% - Yes 0.00% - No	100.00% 	
If no, please select why:			
☺ "Did the team member ask how they can help you today?"	91.67% - Yes 8.33% - No	91.67% 	+0.21
☺ Who served you today?	<ul style="list-style-type: none"> 0.00% - Pharmacist only 91.67% - Team member/ pharmacy assistant only 8.33% - Pharmacist & team member 		
☺ Was the team member who served you wearing a name badge?	58.33% - Yes 41.67% - No	58.33% 	+1.04
ESTABLISH NEEDS (Ask, Assess) (SHOW HOW MUCH YOU CARE)			
☺ Did the team member ask at least one question to determine who has the symptoms or who the product was for?	66.67% - Yes 33.33% - No	66.67% 	+0.66
☺ If yes, please select which questions were asked?	<ul style="list-style-type: none"> 87.50% - Is it for yourself? 12.50% - Who is the medication for? 0.00% - Who will be using the medication? 0.00% - Is the person less than two years old? 12.50% - Is the person more than 65 years old? 12.50% - Pregnant or 		

Question	Breakdown	Question Score ?	Potential Impact ?
	37.50% - breastfeeding? - Another question/s about the patient		
⌚ Did the team member ask what the patient symptoms are OR if the product had been used before?	41.67% - Yes 58.33% - No	41.67% 	+1.16
⌚ If the enquiry was symptom based - Did the team member ask how long the patient symptoms have been present?	20.00% - Yes 80.00% - No		
⌚ If yes, please select which questions were asked:	100.00% - How long has the patient had the symptoms? 0.00% - When did symptoms start? 0.00% - Another question/s about timing of symptoms		
⌚ Did the team member ask if the patient has tried other medicines or treatments for these symptoms OR did the team member ask if the product being used has been effective?	16.67% - Yes 83.33% - No	16.67% 	+1.66
⌚ If yes, please select which questions were asked:	50.00% - Has the patient used or taken anything for this in the past? 50.00% - Is the patient currently taking medication to assist the symptoms? 0.00% - Another question/s about the products / treatments for these symptoms?		
⌚ Did the team member ask if the patient has any other health conditions?	16.67% - Yes 83.33% - No	16.67% 	+1.66
⌚ Did the team member ask if the patient is on other medication?	50.00% - Yes 50.00% - No	50.00% 	+0.99
⌚ Did the team member ask any additional questions to establish the customer's needs?	58.33% - Yes 41.67% - No		
⌚ If yes, please select which questions were asked:	14.29% - Is the patient allergic to anything? 14.29% - Would you like to speak to a pharmacist? 0.00% - Do you have a preferred brand? 0.00% - Has anyone else in the family had these symptoms? 0.00% - Has the patient been to the doctor? 42.86% - Is the patient taking vitamins or complementary products?		

Question	Breakdown	Question Score ?	Potential Impact ?
	0.00% - Do you know what caused this? 42.86% - Another question/s		
PRESENT PRODUCT & SOLUTION (Advise) (PUT YOUR BEST FOOT FORWARD)			
☒ Did the team member recommend a suitable product to you?	100.00% - Yes 0.00% - No	100.00% 	
☒ If Yes, Were any of the following recommended?	25.00% - Lifespace Broad Spectrum Probiotic 41.67% - Inner Health Plus - daily immune 0.00% - Swisse Immune Probiotic 33.33% - Any probiotic that the pharmacy has from another brand		
☒ Did the team member offer you a Pharmacy Brand equivalent, Private Label or Generic Brand?	41.67% - Yes 58.33% - No	41.67% 	+2.90
☒ If Yes, What was the brand:	100.00% - Amcal brand 0.00% - Chemist's Own 0.00% - Other		
☒ Did the team member present at least two product features or benefits to you?	75.00% - Yes 25.00% - No	75.00% 	+0.62
☒ Did the team member explain how to use/take the recommended product/s?	66.67% - Yes 33.33% - No	66.67% 	+0.83
☒ If yes, please select what was mentioned:	50.00% - Dosage information 25.00% - How often the medication can be used/taken 25.00% - Maximum dosage within a day 25.00% - How long to take/use the medication for 12.50% - The best time of day to take/use the medication 37.50% - Active ingredients explained 50.00% - How the medication works 0.00% - Other advice		
☒ Did the team member recommend any companion products?	16.67% - Yes 83.33% - No	16.67% 	+4.14
☒ If yes, please select what was recommended/discussed:	100.00% - Companion product 0.00% - Complementary product 0.00% - Additional product		
☒ Did the team member provide any lifestyle care tips?	0.00% - Yes 100.00% - No	0.00% 	+2.48

Question	Breakdown	Question Score ?	Potential Impact ?
If Yes, Were any of the following care tips suggested?			
☒ Did the team member ask if you will be purchasing the product today?	41.67% - Yes 58.33% - No		
☒ Did the team member ask if there was anything else, they could assist with today?	83.33% - Yes 16.67% - No		
CLOSE & FAREWELL			
☒ Did the team member process your transaction or explain where/how you could finalize your purchase?	66.67% - Yes 33.33% - No	66.67% 	+0.50
☒ If yes, what happened?	62.50% - Team member walked me to the counter 0.00% - Team member offered to take the product to the counter 12.50% - Team member handed me over to a colleague to process the sale 0.00% - Team member assumed I was purchasing and processed the sale 0.00% - Team member told me where the counter was and directed me 37.50% - Team member asked me if I'd like to purchase the product		
☒ Did the team member speak to you in a polite and caring manner when finalizing your interaction?	100.00% - Yes 0.00% - No	100.00% 	
If no, why?			
☒ Did the team member ask if you are a member of the loyalty rewards program?	50.00% - Yes 50.00% - No	50.00% 	+2.48
☒ Did the team member ask if you would like to join the loyalty rewards program?	33.33% - Yes 66.67% - No	33.33% 	+3.31
☒ If yes, please select what the team member mentioned:	25.00% - A pamphlet 75.00% - How the program works 50.00% - I could sign up online 50.00% - Benefits of being a member 25.00% - Other information provided		
☒ Did the team member offer you a friendly farewell with a verbal comment, a smile and eye contact?	100.00% - Yes 0.00% - No	100.00% 	
If no, please select why:			
☒ Did you purchase the product recommended by the team member for the enquiry?	0.00% - Yes 100.00% - No		
☒ If no, please select why:	8.33% - Product was more expensive than the shop spend allowance		

Question	Breakdown	Question Score ?	Potential Impact ?
	0.00% - The team member did not provide a recommendation		
	91.67% - I chose to purchase a different product		