

Secret Shopper Program Winter 2024: Summary of Scores

Term		Term 1				Term 2							
Week		Week 1	Week 2	Week 3	Week 4	Week 5	Week 6	Week 7	Week 8				
Employee Name		-	-	-	-	-	-	-	-				
In person / phone / activity		phone	in-person	activity	in-person	in-person	activity	in-person	phone				
Accountability	Able to deliver products and services	10	10	10	7	10	10	8	10				
	Able to adequately answer questions	10	10	7	5	9	10	10	7				
Being Bold	Anticipate needs and offer advice	7	10	3	10	9	10	8	10				
	Ask questions to understand shopper's needs	10	10	6	10	8	10	8	9				
	Efficiency of service	8	5	10	9	10	7	10	10				
	Lead the interaction	10	10	4	10	7	10	9	8				
Connecting	Greeting & closing interaction	8	9	10	10	10	8	7	10				
	Try to get to know customer	3	10	0	5	4	10	6	10				
	Attitude	7	10	10	7	4	10	9	10				
Errors	Were errors committed?	10	8	10	4	10	10	8	10				
Total Score (out of 100)		83	92	70	77	81	95	83	94				
Average Score		80.5				88.3							
Likelihood to Recommend (not impacting your overall score)		9	10	6	5	9	10	8	10				
		7.5				9.3							
						<table border="1"> <tr> <th colspan="2">Running Average Score</th> </tr> <tr> <td>84.4</td> <td>out of 100</td> </tr> </table>				Running Average Score		84.4	out of 100
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Scoring Criteria

The employee is scored on his/her ability to execute on the ABCs:

- Be **Accountable**. Be dependable and deliver on promises.
- Be **Bold**. Take initiative, anticipate and efficiently respond to the customer's needs.
- **Connect**. Share the Whistler wow. Personalize the experience.

The maximum score per shop is 100. Each scoring question is worth 10 points. For each, shoppers will award 10 points for a perfect score, with deductions being made as per guidelines covered in shopper's training sessions.

Winning businesses will be determined based on their average score across all eight weeks.