|  |  |
| --- | --- |
| Customer:  | Store/location:  |
| Observer:  | Observation date:  |
| Time entered: | Time exited: |
| Purpose of observation:   |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **#** | **Product/service description** | **Time to process order** | **Agent** | **Stock level** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |
| 9 |  |  |  |  |
| 10 |  |  |  |  |
| **#** | **Complaint/claim** | **Type** (exchange, payment, service, etc.) | **Agent** | **Resolution time** |
| 1 |  |  |  |  |
| 2 |  |  |  |  |
| 3 |  |  |  |  |
| 4 |  |  |  |  |
| 5 |  |  |  |  |
| 6 |  |  |  |  |
| 7 |  |  |  |  |
| 8 |  |  |  |  |
| 9 |  |  |  |  |
| 10 |  |  |  |  |

|  |
| --- |
| Remarks / improvement opportunities:  |