



**Napa AutoCare Elite
BDG E.O.S. Host Shop
"during" visit form**

Host Shop Name	
Your name	
Your shop	
Today's date	

What was your first impression upon entering the shop? What could be improved? What felt great?

How did you feel about the business's curb appeal and exterior appearance? Both Good and Bad.

What was your opinion of the customer waiting area? How can it be improved? What did you like?

Do you feel the business promotes "Female Friendly"? Why or Why Not. How can it be improved?

What was your opinion of the customer bathroom? Both Good and Bad.

What do you think of the amenities offered by this shop? Any suggestions?

What is your opinion of the shop's customer shuttle and/or loaner vehicles? Any advice?



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What do you think of the bay area cleanliness and organization? Do you think it could be improved?

What do you think of the shop's equipment? What do you think they may benefit from adding/changing?

Do you feel the sales display materials attract or detract from the busienss? Why or why not?

What do you think of the shop's employee benefits? Do you think it is adequate? Excellent?

What are your thoughts of the shop management software? Do you know of ways to improve it?

What was your favorite thing about the shop? Will you try to implement it at your shop?

What was your least favorite thing about the shop? How can that be improved?

The host shop may have asked for help in a specific area. Please offer advice here.

Additional Comments