



# Consumer Score Audit

Date: \_\_\_\_\_ Shopper ID: \_\_\_\_\_

Business Name: \_\_\_\_\_ Business Contact: \_\_\_\_\_  
Title (Owner / Manager): \_\_\_\_\_  
Tel: \_\_\_\_\_ Fax: \_\_\_\_\_ E-mail Address: \_\_\_\_\_  
Street or Mail Address: \_\_\_\_\_  
Business Specialization: \_\_\_\_\_  
Years in Business: \_\_\_\_\_ Years at Current Location: \_\_\_\_\_  
If recently moved, Years at Previous Location: \_\_\_\_\_  
Visible Outside Signage: \_\_\_\_\_ Well marked service or delivery vehicle: \_\_\_\_\_  
Describe number of Parking Spaces available: \_\_\_\_\_  
Describe Fleet: \_\_\_\_\_  
Company ownership Local, Regional, Provincial or National: \_\_\_\_\_  
Associations and Affiliations company has: \_\_\_\_\_  
Describe Logo: \_\_\_\_\_  
Days and Hours of Operation: \_\_\_\_\_  
Do you have Outside Sales Reps: \_\_\_\_\_ What is the Market Area Served: \_\_\_\_\_  
Charge for delivery? \_\_\_\_\_ If so, what is the average charge: \_\_\_\_\_  
Disposal service to remove old items replaced by newly installed items: \_\_\_\_\_  
Consumer Testimonials: \_\_\_\_\_  
Toll-free Phone number: \_\_\_\_\_  
Website Address: \_\_\_\_\_  
Air Miles: \_\_\_\_\_ Accept major credit cards: \_\_\_\_\_ Financing Available: \_\_\_\_\_  
Standard delivery time for out-of-stock items: \_\_\_\_\_  
Free Estimates: \_\_\_\_\_ Installation services for your products: \_\_\_\_\_  
Product Return Policy: \_\_\_\_\_  
Standard Service Policy on your products: \_\_\_\_\_  
Dispute Resolution Policy: \_\_\_\_\_  
Does company research product lines that have a minimal environmental impact: \_\_\_\_\_  
Merchandise Displays: \_\_\_\_\_ Samples Available: \_\_\_\_\_  
Brochures and Catalogs Available: \_\_\_\_\_  
How are problems with debt collection treated: \_\_\_\_\_  
Business insurance coverage: \_\_\_\_\_  
Are they required, and are they registered with Workers Compensation: \_\_\_\_\_

Condition of Washrooms (if applicable): \_\_\_\_\_ Greeting of Customers: \_\_\_\_\_

Comments:

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This information is for our use only.