

Wolstein Center Scorecard

Customer Service

- ___ Is there a warm authentic greeting extended to all guests upon entrance and exit?
- ___ Do the staff members appear to be positive and approachable?

Comments: _____

Presentation

- ___ Are high-traffic areas well-maintained and free from scuff marks or wear?
- ___ Are there any burnt-out light bulbs or dim areas that need attention?
- ___ Is the temperature comfortable for a pleasant guest experience?
- ___ Are all staff members wearing clean and presentable uniforms (including name tags)?
- ___ Is the area free from unpleasant odors that need to be addressed?
- ___ Is the cleanliness of the common area restrooms cleaned in the arena?
- ___ Is the maintenance of restroom facilities managed within the arena?
- ___ Are the windows clean?

Comments: _____

Safety

- ___ Is every area free from obstructions or clutter?
- ___ Is the doorway unobstructed, free from any potential barriers or blockages?
- ___ Is the environment free from any potential fire hazards?
- ___ Are the floors clear of any spills or potential hazards that might pose a risk of accidents?
- ___ What safety measures are implemented to prevent accidents in areas with designated storage spaces?
- ___ Are there guidelines for the maximum height of stacked items to ensure stability and safety?

Comments: _____

Signs

- Has the tape been removed from signs that were previously hung?
- Are the customer service QR codes posted and easily found?
- Are all informational signs printed using the established sign template rather than handwritten?
- Do all informational and directional signs have a cohesive design and follow a consistent visual theme?
- Are all signs displaying updated information?
- Does every sign holder have a sign within it? If not, is there a plan to store away those without signs to maintain a clutter-free environment?
- Do all sign holders contain a properly displayed sign (centered and straight)?
- Are event or schedule signs current and reflecting accurate dates and times?
- Can a QR code, requesting feedback from guests, be found at every service location?

Comments: _____

Storage/Supplies

- Are the restrooms equipped with all necessary supplies such as toilet paper, soap, and hand towels?
- Can guests easily report any concerns or issues related to restroom cleanliness and supplies?
- Are the visible dry storage shelves well-organized with clearly labeled items?
- Are cleaning supplies stored in a designated area?
- Are storage containers and bins clean and in good condition?
- Is the storage room free from any signs of pests or infestation?
- Is there a system in place for managing inventory and restocking items as needed?

Comments: _____

ADA Accessibility

- Are the staff members addressing potential challenges related to accessibility during high-traffic times in common areas?
- Are there any ongoing efforts to educate guests about the importance of maintaining clear pathways and accessible spaces ?
- Are there specific features, such as adjustable tables or clear spaces, implemented to accommodate individuals with varying mobility needs?
- Is the arena addressing any potential obstacles or barriers that may impact accessibility between tables in common areas?

Comments: _____

Organization

- ___ Is the arena floor regularly inspected and taped to delineate specific zones or areas?
- ___ Are storage areas within the arena well-organized to maximize efficiency?
- ___ Is there a systematic approach to maintaining cleanliness in the spectator seating areas?
- ___ Are seating arrangements in good condition and is there routine inspection to ensure this is the case?
- ___ Are there methods employed to designate specific zones for different types of inventory?
- ___ Are shelves labeled to assist in easy identification of books and other items?
- ___ Are maintenance checks conducted on lighting systems to ensure proper illumination during events?
- ___ Is the sound system regularly assessed and maintained to provide optimal audio quality?
- ___ Are restroom facilities routinely inspected and cleaned to meet hygiene standards?
- ___ Are there regular training sessions for staff members to ensure they are well-equipped to manage emergencies and customer service?

Comments: _____

Electronic

- ___ Are digital displays, such as screens or monitors, in working order and displaying relevant information?

Comments: _____

Closing

- ___ Was the trash taken out and is there no trash left over from the night before?
- ___ Is the location presentable and ready to be opened?
- ___ Is the workspace tidy, free of any clutter, and welcoming for the next shift?
- ___ Have all areas been checked to ensure they are clean and organized for the next day?
- ___ Have all necessary closing reports or documentation been completed and filed accordingly?
- ___ Was all equipment and machinery properly shut down and secured for the night?
- ___ Have all lights and electronic devices been turned off to conserve energy overnight?
- ___ Were perishable items been appropriately stored or disposed of to prevent waste or spoilage?
- ___ Are all entry points, windows, and doors securely locked to ensure the security of the premises?

Comments: _____
