

7-Eleven
Store Infrastructure, Quality, and Service Evaluation
Recommended to be done weekly

	Y/N	Comments
Customer Service		
Customer Greeted with smile upon entering store		
Total purchase amount called out, change made, and placed in customers hand		
Customers are thanked and invited back		
Employee consistently suggestive sells		
Employee is in uniform, has name tag, and well groomed		
Second register opened when >2 people in line.		
Infrastructure		
Shelf sequencing is current for Vault, confectionery, and snacks		
FMIO consistently used to order cigarettes, vault, HBC, snacks, and confectionery		
WO's of top sellers exceed WO's of bottom sellers		
DMA high potential and top sellers are in stock consistently		
Job Assignments are being used consistently		
RGM in use		
Monthly Store Action plan current and in use, linked to 4 Steps		
Food Service		
Fresh pastry is in stock, front faced, ID'd and priced		
Fast Food is in stock, front faced, ID'd and priced		
Package pastry & Bread in stock, in code, priced, and rotated		
Fountain instock, all flavors with appropriate POP		
Slurpee instock, all flavors with appropriate POP		
Coffee in stock with fresh coffee and appropriate POP		
Cappuccino in stock with appropriate POP		
Hot Food is in stock, in code, and with appropriate POP		
Rollergrill instock with appropriate top sellers for daypart		
Vault and Center of Store		
Endcaps are appropriate with Price Callouts		
Store footprint reflects current seasonal recommendations		
Sales floor is devoid of excessive clutter		
Quality Assurance		
Open Air cases at appropriate temperature		
Coffee product temperature between 170F and 180F		
Hot Food being held at 140F and of high quality		
Rollergrill products being held at 140F and of high quality		
Chili cheese in code and at 140F		
Fresh condiments in stock and at 40F		