

Semilong Service Provider's Mystery Shopper Report

Business or Service Provider: Co-op Store

Address (if applicable): Semilong Road, Semilong, Northampton

Phone Number: 01604-633801

Website:

Date Of Contact: 25th February 2009

Name of Business or Service Provider Representative: Asare (on name badge and was printed on receipt)

Cleanliness Outside Of Premises (if applicable)?

General litter outside but there was a litter bin about ten feet away. Perhaps the staff in the Co-op store could sweep outside their premises to sort this problem out. 5 out of 10 for cleanliness outside of premises.

Cleanliness Inside Of Premises (if applicable):

Clean and tidy. 10 out of 10 for cleanliness inside of premises.

Range of Products or Services Available:

General grocery store stocking general basic food items. On this visit there were loads of items out of stock including milk !! In fairness the store is generally well stocked but maybe because this visit was towards the end of the day there were more out of stocks than usual. 4 out of 10 for range of products. This is low because of the out of stock items.

Products or Services Clearly & Reasonably Priced:

All products clearly priced with shelf edge labels. Slightly higher priced than in the larger supermarkets but this is as you would expect. 10 out of 10.

Standard of Customer Service:

Customer service brilliant. Cannot fault Asare at all. Friendly helpful in answering my questions and all with a cheerful face despite the time of the visit. 10 out of 10.

Community Responsible:

The co-op store has a noticeboard outside of the premises which is great to see. They also have a cashpoint outside which is sadly shuttered off when the shop is closed. They also offer paypoint to pay bills at. For disabled or less agile people there are no steps to climb to enter or leave the shop like some other local shops. The bin outside is also welcome to see and it is unfortunate that there are people who litter the ground instead of using the bin. It would be more community responsible if shop staff occasionally swept up outside the front of the shop though. There is a carpark just outside with space for three cars and also has limited recycling facilities in it. The carpark does not appear to have cctv and it would be better if the co-op also had this outside the shop to make people feel safer outside especially when there are groups of young people around which sometimes can make people feel intimidated. Marks for community responsible 6 out of 10.

Initials of Mystery Shopper: JS