

Store Comment Poster QRG

Report Frequency

The Store Comment Poster is issued every two weeks.



SENIOR
ASSISTANT MANAGER

Review these customer comments with your teams. They are associated with the CDI Score customers provide us and give you valuable information to see where you are succeeding and point to areas where you can continue to get better.

Ensure you are working with the appropriate AORs to look for trends and areas of opportunity to improve the Customer Experience.

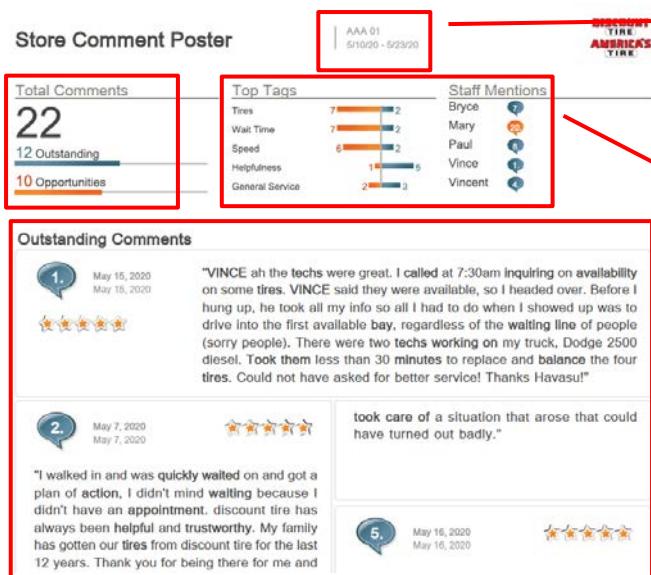
Total Comments

- Total Number of comments
- Number of **Outstanding** comments
- Number of **Opportunities** comments



Outstanding Comments

- Comment number
- Date of service
- Customer comments



Store, Timeframe

Your store and the service timeframe covered.

Top Tags

Frequently mentioned terms and frequency they were used for Outstanding comments and for Opportunity comments.

Staff Mentions

Lists employees mentioned by name with link to the comment that mentions them.



Opportunity Comments

These comments frequently include positive comments as well as mention areas for improvement to the Customer Experience.

