

ACE Star audit example

If you've nominated members of your team for an ACE Star award, our independent experts will be on the lookout for the below!

| Question | Score |
|--|--|
| Date | |
| Time | |
| Were you able to locate the member of staff without having to ask for them? | Yes (0) No (-20) |
| Were you acknowledged immediately? | Yes (5) No (0) |
| Was the staff member appropriately dressed? | Yes (5) No (0) |
| Did you get a friendly greeting and a smile? | Yes (5) No (0) |
| Did the staff member stop working and give you their full attention? | Yes (5) No (0) |
| Was eye contact established initially and then at various points during the interaction? | Yes (5) No (0) |
| Did the staff member offer a solution or assist you accordingly? | Gave a suitable suggestion (10) Couldn't make a suggestion but directed me to someone who could help (5) Said they were not able to help (0) |
| Did they leave you with a pleasant parting comment? | Yes (5) No (0) |
| How memorable was the interaction with the individual? | 0-10 |
| How would you describe the member of staff? (Tick all that apply) | Keen to help (2) Enthusiastic (2) Friendly (2) Knowledgeable (2) Professional (2) |