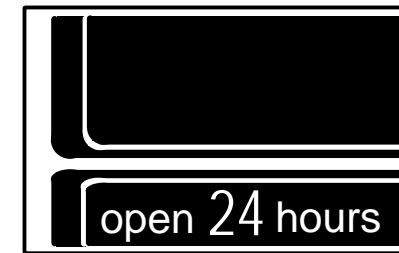


I:	Strongly Disagree	Disagree	In Between	Agree	Strongly Agree	Not Applicable
42. am greeted by management when I arrive at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
43. enjoy coming to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
44. am proud to be associated with my coworkers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
45. would recommend my store as a place to work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. have fun at work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. feel I have someone or someplace at work to turn to for assistance if I have a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. feel comfortable using the Shop Mart employee line (800 number), if needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
49. receive timely feedback about my performance from my Store Manager.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
50. have received adequate safety training to do my job.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
51. feel safe working in my store.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
52. I have always been clocked in (punched in) or my hours have always been adjusted to compensate me for any duty or responsibility that I have performed in our store.					<input type="radio"/> Yes	<input type="radio"/> No
Answer questions 53 and 54 ONLY if you started working in your store during or after February 2005, when the survey was last administered. Then skip to question 57.						
53. I felt immediately accepted as a team member when I was a new employee.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. I was trained using CBT and the Play Book.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Answer questions 55 and 56 ONLY if you were working in the same store last February (2005) when the survey was last administered. If you did not complete a survey in your current store last February, skip to question 57.						
55. My Manager has implemented changes as a result of the feedback from the last survey.	<input type="radio"/> Yes	<input type="radio"/> No				
56. These changes have improved the atmosphere of the store.	<input type="radio"/> Yes	<input type="radio"/> No				

57. If you would like to make any comments about your store or what it is like to work there, please do so below:

Thank you for your help, input, and cooperation!



SHOP MART, INC.

STORE MANAGEMENT SURVEY
FALL 2005

Please use blue or black ink
Shade Ovals Like This → ●
Not Like This → ○

The purpose of this survey is to obtain valuable feedback about our stores and their operation. Information from this survey will be used to structure performance improvement goals for your Store Manager, so it is very important that you answer each question honestly. The survey will only take a few minutes to complete and all responses will be kept strictly confidential. Only a summary of the ratings will be reported; individual responses will NOT be seen by anyone at Shop Mart. We do, however, need some background information to help us interpret the results. Please provide the following:

Store # <input type="text"/> <input type="text"/> <input type="text"/> <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 0	PRINT HERE ←	District # <input type="text"/> <input type="text"/> <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 0	PRINT HERE ←
SHADE HERE }		SHADE HERE }	
Primary Shift (select one) <input type="radio"/> First <input type="radio"/> Third <input type="radio"/> Second <input type="radio"/> Mixed Shifts			
Tenure with Sheetz (select one) <input type="radio"/> 3 months or less <input type="radio"/> More than 3 months to 6 months <input type="radio"/> More than 6 months to 1 year <input type="radio"/> More than 1 year to 3 years <input type="radio"/> More than 3 years to 5 years <input type="radio"/> More than 5 years			
Average Number of Hours Worked per Week (select one) <input type="radio"/> 1-10 <input type="radio"/> 31-40 <input type="radio"/> 11-20 <input type="radio"/> More than 40 <input type="radio"/> 21-30			
Job (select one) <input type="radio"/> Salesperson, Beverage Hostess, or Facility Person <input type="radio"/> Management Team Member			

This survey contains a series of statements about the store in which you work, your store management team, and your experiences at work. For each statement, indicate whether you agree or disagree by using the following scale:

- Strongly Disagree Disagree In Between Agree Strongly Agree

If you do not have enough information to make a rating or if a statement does not apply, darken in the oval in the Not Applicable column.

An example is provided on the following page. Please review it carefully before completing the survey.

EXAMPLE ITEM

IN OUR STORE:	Strongly Disagree	Disagree	In Between	Agree	Strongly Agree	Not Applicable
we post our schedules at least 14 days in advance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To make the rating for this statement, think about how often the schedule has been posted 14 days in advance in the past six months. (If you have not worked in your current store or for your current Store Manager for at least six months, your ratings should be based on what you have observed since you began.) If the schedule is always posted 14 days in advance, you would indicate that you "Strongly Agree" with the statement by darkening in the appropriate oval. If the schedule is posted 14 days in advance about half the time, you would answer "In Between". If you do not feel that you can provide an accurate answer (for example, you never notice when schedules are posted), you would darken the oval for "Not Applicable".

The survey begins below. There are no correct or incorrect answers. Simply darken the oval below the response that most closely matches how you feel about the statement.

MY STORE MANAGER:	Strongly Disagree	Disagree	In Between	Agree	Strongly Agree	Not Applicable
1. sets the example for excellence in customer service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. has high standards for selecting and hiring the best people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. encourages me to call him/her out of the office when I need help.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. spends the majority of his/her time on the sales floor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. has a positive attitude.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. creates a good working environment in our store.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. follows through on commitments and promises.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. promotes teamwork within the store.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. reacts quickly to employee performance problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. comes up with creative solutions to problems.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. seeks input from others.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. ensures that all employees are given the opportunity and/or training needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. listens and responds to our concerns.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. actively supports and motivates us to carry out new programs or product promotions.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. treats all employees fairly and consistently.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. is well organized.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. is clearly the leader of this store.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. has a sense of humor.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

IN OUR STORE:	Strongly Disagree	Disagree	In Between	Agree	Strongly Agree	Not Applicable
19. we post our schedules at least 14 days in advance.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. store meetings are held every month.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. we learn important information and/or useful ideas in the store meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. we can talk openly and honestly with our Store Manager.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. we know what our responsibilities and job duties are each shift.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. we are able to address and resolve conflicts among coworkers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25. we are recognized when we do quality work.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26. we are recognized for excellence in customer service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27. work scheduling is done in a way that helps us deliver great customer service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28. work scheduling is done in a way that helps us complete our work tasks.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29. we never use out of code product in our food service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30. each shift tries to help the other shifts.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31. we create an environment that motivates people.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32. we believe that serving customers is the first priority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
33. our new employees are immediately accepted as team members.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. we check our restrooms every 1/2 hour.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. we clean our restrooms once per shift.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
36. food safety (i.e., temperature and code monitoring) is a priority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. the speed of food service is a priority.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. new employees are immediately able to contribute to the store team following the completion of training.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. there is consistency from all management team members regarding company policies and procedures.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. safety has been discussed at our store meetings.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. safety training materials and equipment (e.g., orange safety vests, safety box cutters, and restroom cleaning gloves) are available for my use.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>