

QUANTUM SERVICES SPECS REPORTING



Quantum Services
BETTER PEOPLE STRONGER SYSTEMS

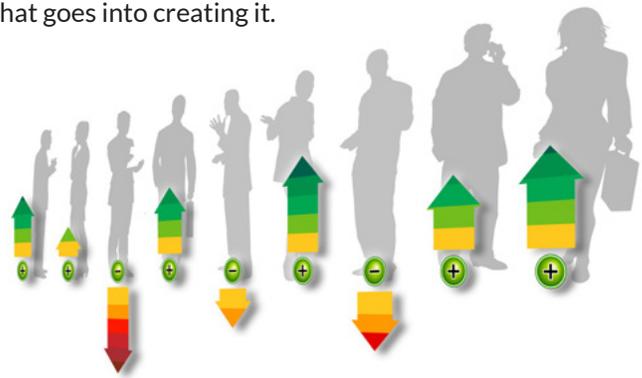
More Than Just Checklists . . . Real Insight



Did you know that there is an 83% correlation between shrink and how well managed your store is?

That's why, in addition to counting merchandise, each time a Quantum Services auditor enters your store they do a thorough, unbiased "eyes and ears" SPEC assessment of your operations.

The reports that come out of those assessments are more than just checklists. They are clear actionable insight. Because when it comes down to it, it isn't about the checklist. It's about the knowledge and experience that goes into creating it.



What We Look For

Anything that impacts the customer shopping experience—positively or negatively

- Clean, well lit environment
- Attractive, hygienic restrooms
- Friendly, helpful staff
- Overflowing trash baskets
- Toilet paper in need of restocking
- Old, stale coffee
- Messy food service areas

Areas where store personnel could be better trained

- Cash register
- Vendor check-in
- Audit paperwork
- Upselling

Safety Hazards

- Slip, trip and fall hazards
- Improperly stacked merchandise
- Excessive clutter
- Improper refrigeration

Indications of Shrink

- Incorrectly priced merchandise
- Improper attention paid to cooler storage area
- Damaged or unusable inventory
- Cluttered cash register area
- Unsecured cash and/or too much cash in the drawer
- Disorganized or unsecured lottery tickets

"We aren't presumptuous in thinking we are the only ones paying attention to how your stores are run. If the SPECS process is working well we honestly expect a nominal value in 95% of the reports."



"It is in the 5% that we find something that is impactful that really makes a difference."

Bill Sjoblom, Quantum
VP of Business Development

 **Unlike mystery shoppers**, we are in your stores for several hours and have a significant amount of time to listen and observe. Because of our role as auditors, we have a unique knowledge of things that can impact shrink. Knowing that the value of the report goes up if we are looking for what you want us to look for, we customize reporting on a client-by-client basis.

Sample SPECS Comments

THE LADIES WERE SO HELPFUL

Assistant manager Jess was one of the best I have worked with.

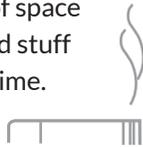
(Bob - Raleigh)



THE STORE IS OVERLOADED with tobacco.

There is over \$25,000 worth of it and it gets very mixed up in the small amount of space they have for it. Much of it is expired stuff that has been there for a very long time.

(Lynette - Rochester)



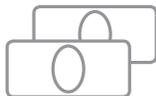
SUMMER SEASONAL PRODUCT NOT DISPLAYED. Food and cases in backrooms unopened. Employees not upselling.

(John - Philadelphia)



NOVELTY ICE CREAM freezer not working properly. I informed the manager and she pulled product before any loss.

(Doug - Los Angeles)



 **HUGE SAFETY CONCERN** in backroom. Freezer is sitting on coke crates which are bending / breaking under the weight of the freezer. (Chad - Roanoke)

DM WAS NOT PRESENT for the audit. Lottery and cigarettes did not match. Manager was using the wrong sheets. Lottery took a long time to correct. (Samuel - Pensacola)



STORE HAD CONTINUOUS register problems during the audit. Witnessed a vendor coming out of backroom private bathroom with no supervision of open office where cigarette cartons are kept. (Karen - St. Louis)

Experience first hand why these and so many other c-store chains trust Quantum Services to handle their audits.

