

SYNTHETIC DRUGS

Store is free from the sale of synthetic drugs of any kind, including, but not limited to, Kratom, Kush Cakes, Phoria or Potpourri. This applies even if such items may be sold legally in the jurisdiction in which the store is located. If a store is not at this location, check N/A.

**PASS/
FAIL**

CRITICAL SUCCESS FACTORS (CSFs) MARKED WITH A ★ BELOW.

| CUSTOMER SERVICE EXPERIENCE | Shopper Pick List | Base |
|---|--|----------|
| Q1 Was the cashier friendly and courteous throughout your visit and transaction? | | 3 |
| Q2 Were Valero Credit Card Invitations to Apply (ITAs) and Valero Fleet Services applications current and displayed on sales counter or within view of customers? | | 1 |
| Q2a If Q2 is No, please explain why (check all that apply). | <input type="checkbox"/> ITAs were not within view of customers <input type="checkbox"/> ITAs were not current <input type="checkbox"/> ITAs were not available <input type="checkbox"/> Fleet applications were not within view of customers <input type="checkbox"/> Fleet applications were not current <input type="checkbox"/> Fleet applications were not available | |
| Q3 Bonus: Did the cashier offer a Valero ITA or Fleet Services application? (If Yes, award 2 bonus points.) | | 0 |
| Q4 Was the cashier's attire neat and clean? | | 1 |
| Q5 Bonus: Did the cashier wear a Valero/Shamrock/Beacon logoed uniform? (If Yes, award 1 bonus point.) | | 0 |
| Q6 Bonus: Did the cashier wear a name tag or have his/her name embroidered on shirt? (If Yes, award 1 bonus point.) | | 0 |
| CUSTOMER SERVICE Subtotal: % | | 5 |

| IN-STORE | Shopper Pick List | Base |
|---|--|-----------|
| ★ Q7 Store is free from the sale of drug paraphernalia including, but not limited to, bongs, drug pipes, bowls, roach clips, grinders, scales, instructional materials, containers for storing or concealing drugs, etc. (If a store is not at this location, check N/A.) | | 5 |
| ★ Q8 Store is free from the sale of sexually explicit materials including, but not limited to, magazines, DVDs/CDs, or enhancement supplements depicting full nudity or graphic sexual content. (If a store is not at this location, check N/A.) | | 5 |
| Q9 Merchandise and shelves are clean. (If a store is not at this location, check N/A.) | | 2 |
| Q9a If Q9 is No, please explain why (check all that apply). | <input type="checkbox"/> Merchandise is excessively dusty/dirty <input type="checkbox"/> Shelves are excessively dusty/dirty <input type="checkbox"/> Other | |
| Q10 Aisles and floors are clean and clutter-free, with no signs of damage. (If a store is not at this location, check N/A.) | | 2 |
| Q10a If Q10 is No, please explain why (check all that apply). | <input type="checkbox"/> Aisles are cluttered/obstructed <input type="checkbox"/> Floors have excessive litter <input type="checkbox"/> Floors are excessively dusty/dirty <input type="checkbox"/> Floors have excessive spills <input type="checkbox"/> Floors are excessively stained <input type="checkbox"/> Floors are excessively damaged <input type="checkbox"/> Other | |
| Q11 Ceilings are clean and in good condition. (If a store is not at this location, check N/A.) | | 2 |
| Q11a If Q11 is No, please explain why (check all that apply). | <input type="checkbox"/> Ceilings have obvious signs of structural damage <input type="checkbox"/> Ceilings have missing panels <input type="checkbox"/> Ceilings have excessive water stains/mold <input type="checkbox"/> Ceilings have excessive chipped or peeling paint <input type="checkbox"/> Dirt/dust residue is present on vents <input type="checkbox"/> Repairs/remodeling in progress <input type="checkbox"/> Other | |
| Q12 All overhead lights are turned on and in working order. (If a store is not at this location, check N/A.) | | 2 |
| IN-STORE Subtotal: % | | 18 |

| RESTROOM | | Shopper Pick List | Base |
|-----------------------------|---|---|-----------|
| Q13 | If there is a restroom, it is available to customers. (If restroom does not exist, check N/A and skip Q14-17a.) | | 2 |
| Q13a | If Q13 is No, please explain why (check all that apply). | <input type="checkbox"/> Restroom is out-of-order <input type="checkbox"/> Restroom is unavailable to customers <input type="checkbox"/> Other | |
| Q14 | Restroom light fixtures are in working order. | | 1 |
| Q15 | Overall, restroom floors, walls and mirrors are clean and free of unsightly elements. | | 3 |
| Q15a | If Q15 is No, please explain why (check all that apply). | <input type="checkbox"/> Floors are damaged or dirty <input type="checkbox"/> Walls are damaged or dirty <input type="checkbox"/> Mirrors are damaged or dirty <input type="checkbox"/> Trash can is overflowing or not available <input type="checkbox"/> Standing water is on the floor <input type="checkbox"/> Graffiti is present <input type="checkbox"/> Cleaning supplies are not properly stored <input type="checkbox"/> Other | |
| Q16 | Fixtures (sinks, toilets, urinals) are clean, operational, and free from excessive damage. | | 2 |
| Q16a | If Q16 is No, please explain why (check all that apply). | <input type="checkbox"/> Sinks are damaged or dirty <input type="checkbox"/> Toilets/Urinals are damaged or dirty <input type="checkbox"/> Sinks are not operational <input type="checkbox"/> Toilets/Urinals are not operational <input type="checkbox"/> Other | |
| Q17 | Restroom is stocked with toilet paper, soap or hand sanitizer, and paper towels or a functioning hand dryer. | | 2 |
| Q17a | If Q17 is No, please explain why (check all that apply). | <input type="checkbox"/> Toilet paper is not available <input type="checkbox"/> Soap OR hand sanitizer is not available <input type="checkbox"/> Paper towels are not available <input type="checkbox"/> Electric hand dryer is out of order <input type="checkbox"/> Other | |
| RESTROOM Subtotal: % | | | 10 |

| BUILDING | | Shopper Pick List | Base |
|-----------------------------|---|---|-----------|
| Q18 | Building fascia graphics are clean and well maintained. (If fascia does not exist, check N/A.) | | 3 |
| Q18a | If Q18 is No, please explain why (check all that apply). | <input type="checkbox"/> Fascia graphics are dirty <input type="checkbox"/> Fascia graphics have large scratches <input type="checkbox"/> Fascia graphics have large cracks, holes, or are peeling <input type="checkbox"/> Fascia has missing letters <input type="checkbox"/> Other | |
| Q19 | Building exterior (including walls, doors and windows) is clean and well maintained. | | 2 |
| Q19a | If Q19 is No, please explain why (check all that apply). | <input type="checkbox"/> Walls are dirty <input type="checkbox"/> Walls have structural damage <input type="checkbox"/> Graffiti is present <input type="checkbox"/> Walls have excessively chipped or peeling paint <input type="checkbox"/> Door or window glass is cracked or broken <input type="checkbox"/> Other | |
| Q20 | Lights on building are free from obvious signs of broken fixtures. (If lights on building do not exist, check N/A.) | | 2 |
| Q21 | Sidewalks surrounding building are clean and free of unsightly elements. (If sidewalks do not exist, check N/A.) | | 2 |
| Q22 | Curbs and bollards surrounding building are clean and well maintained. (If curbs and bollards do not exist, check N/A.) | | 2 |
| BUILDING Subtotal: % | | | 11 |

| EXTERIOR – Landscape and Drive | | Shopper Pick List | Base |
|--------------------------------|--|---|-----------|
| Q23 | Landscape and paved areas are well maintained and free of litter, weeds or unsightly elements. | | 3 |
| Q23a | If Q23 is No, please explain why (check all that apply). | <input type="checkbox"/> There is excessive litter <input type="checkbox"/> There are overgrown weeds in the landscape or paved area <input type="checkbox"/> The grass is overgrown <input type="checkbox"/> Trees/plants/shrubs are overgrown <input type="checkbox"/> There are overgrown weeds within the grassy area <input type="checkbox"/> Plants appear to be dead or dying <input type="checkbox"/> Other | |
| Q24 | Drive surfaces and parking are free of large potholes, damaged curbs or excessive dirt or oil. | | 3 |
| Q24a | If Q24 is No, please explain why (check all that apply). | <input type="checkbox"/> Drive surfaces have excessive damage <input type="checkbox"/> Curbs have excessive damage <input type="checkbox"/> Excessive dirt and/or oil is present in drive <input type="checkbox"/> Excessive dirt and/or oil is present at pumps | |
| Q25 | If parking spaces have been striped and handicapped parking marked, the striping and handicapped markings are well maintained and visible to customers. (If parking spaces and handicapped parking have not been marked, check N/A.) | | 2 |
| Q25a | If Q25 is No, please explain why (check all that apply). | <input type="checkbox"/> Parking space stripes are excessively faded <input type="checkbox"/> Handicapped markings are excessively faded <input type="checkbox"/> Other | |
| Q26 | Area lighting is free from broken light fixtures. (If area lighting does not exist, check N/A.) | | 2 |
| EXTERIOR Subtotal: % | | | 10 |

| SIGNS | | Shopper Pick List | Base |
|--|--|---|-----------|
|  Q27 | Any price sign face, including high rise signs, branded with Valero, Shamrock or Beacon are clean and well maintained. (If ID/price signs do not exist, check N/A.) | | 3 |
| Q27a | If Q27 is No, please explain why (check all that apply). | <input type="checkbox"/> Sign complexes are not branded with Valero/Shamrock/Beacon <input type="checkbox"/> Sign complexes have obvious damage to sign faces <input type="checkbox"/> Sign complexes have obvious damage to frames/poles <input type="checkbox"/> High rise signs have obvious damage to sign faces <input type="checkbox"/> High rise signs have obvious damage to frames/poles <input type="checkbox"/> Graffiti is present on price signs or poles <input type="checkbox"/> Other | |
| Q28 | Price sign poles and frames are properly painted, clean and well maintained. (If ID/price signs do not exist, check N/A.) | | 2 |
| Q29 | Fuel product names and legitimate fuel prices are clearly posted with no missing letters or numbers. (If ID/price signs do not exist, check N/A.) | | 3 |
| Q29a | If Q29 is No, please explain why (check all that apply). | <input type="checkbox"/> Fuel product names are missing letters <input type="checkbox"/> Fuel prices are missing numbers <input type="checkbox"/> Fuel prices are not legitimate <input type="checkbox"/> Other | |
| Q30 | No temporary signage is present on any branded sign pole. (If ID/price signs do not exist, check N/A.) | | 2 |
| SIGNS Subtotal: % | | | 10 |

| FUEL ISLANDS | | Shopper Pick List | Base |
|---------------------------------|---|---|-----------|
| Q31 | Canopy fascias are clean and well maintained. (If canopy does not exist, check N/A.) | | 3 |
| Q31a | If Q31 is No, please explain why (check all that apply). | <input type="checkbox"/> Canopy fascia is dirty <input type="checkbox"/> Canopy fascia is missing section(s) <input type="checkbox"/> Canopy fascia has large dents or gouges <input type="checkbox"/> Other | |
| Q32 | Canopy fascia graphics are clean and well maintained. No temporary signage is present. (If canopy or graphics do not exist, check N/A.) | | 3 |
| Q32a | If Q32 is No, please explain why (check all that apply). | <input type="checkbox"/> Canopy fascia graphics are dirty <input type="checkbox"/> Canopy fascia graphics have large cracks <input type="checkbox"/> Canopy fascia graphics are peeling <input type="checkbox"/> Temporary signage is present <input type="checkbox"/> Other | |
| Q33 | Canopy columns are clean and well maintained. (If canopy does not exist, check N/A.) | | 2 |
| Q33a | If Q33 is No, please explain why (check all that apply). | <input type="checkbox"/> Canopy columns are damaged <input type="checkbox"/> Canopy columns are dirty <input type="checkbox"/> Canopy columns have excessive rust <input type="checkbox"/> Canopy column paint is excessively chipped, peeling or faded <input type="checkbox"/> Pump numbers are damaged <input type="checkbox"/> Other | |
| Q34 | Curbs and bollards surrounding fuel islands are clean and well maintained. (If curbs and bollards do not exist, check N/A.) | | 2 |
| Q35 | Lights under canopy are clean and free of broken fixtures. (If canopy does not exist, check N/A.) | | 2 |
| Q36 | Waste cans are present on each fuel island and are clean, well maintained and not overflowing. Each is stocked with paper towels, squeegee and clean windshield liquid. | | 2 |
| Q36a | If Q36 is No, please explain why (check all that apply). | <input type="checkbox"/> Waste can is not available at each fuel island <input type="checkbox"/> Waste can is overflowing <input type="checkbox"/> Waste can is excessively dirty <input type="checkbox"/> Waste can is damaged <input type="checkbox"/> Windshield wash liquid is dirty or not available <input type="checkbox"/> Squeegee is unavailable or not in usable condition <input type="checkbox"/> Paper towels are not available <input type="checkbox"/> Other | |
| Q37 | Canopy decking is clean and well maintained. (If canopy does not exist, check N/A.) | | 2 |
| Q37a | If Q37 is No, please explain why (check all that apply). | <input type="checkbox"/> Canopy decking is dirty <input type="checkbox"/> Canopy decking has peeling paint or rust <input type="checkbox"/> Other | |
| FUEL ISLANDS Subtotal: % | | | 16 |

| FUEL DISPENSERS | | Shopper Pick List | Base |
|------------------------------------|---|--|-----------|
| ★ Q38 | All dispensers have no obvious signs of structural damage. | | 3 |
| Q39 | All dispensers are clean. | | 4 |
| Q39a | If Q39 is No, please explain why (check all that apply). | <input type="checkbox"/> Dispensers are excessively dirty <input type="checkbox"/> Dispensers have excessive oily residue <input type="checkbox"/> Dispensers have excessive stains <input type="checkbox"/> Graffiti is present <input type="checkbox"/> Other | |
| Q40 | Fuel nozzles, including nozzle covers, are clean and well maintained. If fuel pump is inoperable there is an "Out of Order" nozzle bag present. | | 3 |
| Q40a | If Q40 is No, please explain why (check all that apply). | <input type="checkbox"/> Fuel nozzles/covers are excessively dirty <input type="checkbox"/> Fuel nozzles/covers have excessive oily residue <input type="checkbox"/> Fuel nozzles/covers have excessive stains <input type="checkbox"/> Fuel nozzles/covers are damaged <input type="checkbox"/> Proper signage is not present for an inoperable fuel pump <input type="checkbox"/> Other | |
| Q41 | Decals and graphics on all dispensers and bonnets are in good condition. Valero, Shamrock or Beacon branding is present. | | 3 |
| Q41a | If Q41 is No, please explain why (check all that apply). | <input type="checkbox"/> Dispenser graphic/decals is excessively faded, cracked or peeling <input type="checkbox"/> Branding is missing <input type="checkbox"/> Bonnet graphic/decals is excessively faded, cracked or peeling <input type="checkbox"/> Advertisement on riser is faded, cracked or peeling <input type="checkbox"/> Advertisement on riser shows Valero logo <input type="checkbox"/> Other | |
| Q42 | A Top Tier Decal is present on each gasoline dispenser. | | 2 |
| Q43 | Dispensers are free of temporary signage, excluding "Out of Order" nozzle bag. | | 2 |
| FUEL DISPENSERS Subtotal: % | | | 17 |

| VALERO BRAND PROMOTIONAL POP | | Shopper Pick List | Base |
|---|--|---|----------|
| Q44 | Valero POP features current quarterly promotion, is in good condition and is properly displayed. | | 3 |
| Q44a | If Q44 is No, please explain why (check all that apply). | <input type="checkbox"/> POP is present, but not current <input type="checkbox"/> POP is not displayed properly <input type="checkbox"/> POP is not present | |
| VALERO PROMOTIONAL POP Subtotal: % | | | 3 |

