



**Consumer experience (Mystery shop) 32 pts possible**

**1 Dispenser & nozzle purchase experience • 4 pts possible**

- |     |  |          |                 |
|-----|--|----------|-----------------|
| 1.1 | Are all pumps and CRINDs fully operational? (If no credit card purchase was available, or if this is a full service location, mark NA)<br>If NO, please comment: | <b>2</b> | Yes<br>No<br>NA |
| 1.2 | For credit card transaction - was receipt received at pump? (If no CRIND, CRIND is out of order, or a full service location, mark NA).<br>If NO, please comment: | <b>2</b> | Yes<br>No       |

**2 Customer acknowledgement • 4 pts possible**

- |     |   |          |           |
|-----|---|----------|-----------|
| 2.1 | Customer acknowledged by Attendant/CSR.<br>If NO, please comment: | <b>4</b> | Yes<br>No |
|-----|---|----------|-----------|

**3 Site staff presentation • 4 pts possible**

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|-----|--|----------|-----------------|
| 3.1 | Staff must be clean and neat in appearance.<br>If NO, please comment:  | <b>0</b> | Yes<br>No<br>NA |
| 3.2 | Are site personnel wearing the appropriate uniform and name badge?<br>If NO, please comment:<br>If YES, please provide CSRs name, if available | <b>2</b> | Yes<br>No<br>NA |
| 3.3 | Site staff handled transaction accurately and efficiently without delay? (Wait time must be under 4 minutes)                                   | <b>2</b> | Yes<br>No<br>NA |

**4 In-store purchase experience • 4 pts possible**

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|-----|--|----------|-----------------|
| 4.1 | Were you thanked (If no in-store purchase available, mark NA.)               | <b>4</b> | Yes<br>No<br>NA |
| 4.2 | Site free of pornographic magazines and materials.<br>If NO, please comment: | <b>0</b> | Yes<br>No       |

**5 Facilities • 16 pts possible**

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|-----|---|----------|-----------------|
| 5.1 | Is there a public restroom?<br>If NO, please comment:   | <b>0</b> | Yes<br>No       |
| 5.2 | Restrooms: Clean and safe<br>If NO, please comment:   | <b>4</b> | Yes<br>No<br>NA |
| 5.3 | Restrooms: Functioning, including supplies<br>If NO, please comment:  | <b>2</b> | Yes<br>No<br>NA |
| 5.4 | Trash containers available, clean and not overflowing.<br>If NO, please comment:  | <b>2</b> | Yes<br>No       |
| 5.5 | Windshield Washing Supplies: Supplies available at each pump island.<br>If NO, please comment:  | <b>2</b> | Yes<br>No       |
| 5.6 | Landscape, grass, garden areas, and planters free of trash, debris, and weeds (if site does not have landscape area, mark NA). <b>Question does not include paved area (section 5.7).</b><br>If NO, please comment: | <b>2</b> | Yes<br>No<br>NA |



**Consumer experience (Mystery shop) continued**

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|-------|---|----------|-----------------|
| 5.7   | Paved site and perimeter area well maintained and free of trash, debris, and excessive weeds. <b>Question does not include landscape area (section 5.6) and sidewalks (section 10.1).</b><br>If NO, please comment: | <b>2</b> | Yes<br>No<br>NA |
| <hr/> |   |          |                 |
| 5.8   | Site perimeter should be maintained and free of unapproved signs, potholes, fresh oil spills, and unauthorized vehicles. <b>Question does not include sidewalks (section 10.1).</b><br>If NO, please comment:       | <b>2</b> | Yes<br>No<br>NA |

**Visual Standards (Audit) 44 pts possible**

**6 Building exterior & site perimeter • 8 pts possible**

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|-------|---|----------|-----------------|
| 6.1   | Building clean and free of dents, damage, dirt, missing fixtures/materials, and unapproved signage.<br>If NO, please comment:       | <b>2</b> | Yes<br>No<br>NA |
| <hr/> |   |          |                 |
| 6.2   | Windows - windows allow for unobstructed view to the pumps and are 75% clear or obstructions and signage.<br>If NO, please comment: | <b>2</b> | Yes<br>No<br>NA |
| <hr/> |   |          |                 |
| 6.3   | Exterior lights function properly ( <b>does not include canopy lights which are evaluated in 8.2</b> )<br>If NO, please comment:    | <b>4</b> | Yes<br>No<br>NA |

**7 Main identification display (MID) • 10 pts possible**

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|-------|--|----------|-----------------|
| 7.1   | Colors and messages of sign, as per visual standards.<br>If NO, please comment:  | <b>2</b> | Yes<br>No<br>NA |
| <hr/> |  |          |                 |
| 7.2   | Price and optional panels do not have missing numbers or letters.<br>If NO, please comment:                                | <b>4</b> | Yes<br>No<br>NA |
| <hr/> |  |          |                 |
| 7.3   | MID well maintained, clean, and free of damage.<br>If NO, please comment:  | <b>2</b> | Yes<br>No<br>NA |
| <hr/> |  |          |                 |
| 7.4   | MID is free of temporary signs, is clearly visible, and does not have items directly underneath.<br>If NO, please comment: | <b>2</b> | Yes<br>No<br>NA |

**8 Canopy • 8 pts possible**

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|-------|--|----------|-----------------|
| 8.1   | Canopy lights are operational, including LED strip (if available) and the Helios logo (if available). <b>If there are no lights under the canopy, response should be "NA".</b><br>If NO, please comment: | <b>2</b> | Yes<br>No<br>NA |
| <hr/> |  |          |                 |
| 8.2   | Canopy is well maintained and free of dirt, peeling paint, dents, rust, and other damage.<br>If NO, please comment:  | <b>4</b> | Yes<br>No<br>NA |
| <hr/> |  |          |                 |
| 8.3   | Canopy, fascia, and columns clear of banners or other obstructions.<br>If NO, please comment:  | <b>2</b> | Yes<br>No<br>NA |



**Visual standards (Audit) continued**

**9 Dispenser • 14 pts possible**

9.1	For inoperable equipment, is <b>approved</b> “out-of-order” designation being used? <b>(If no pumps or CRINDS are marked as out of order, mark NA.)</b> If NO, please comment:	<b>2</b>	Yes No NA
9.2	Dispenser meets visual standards including numbers, panel, valance and skirt. If NO, please comment:	<b>4</b>	Yes No NA
9.3	Dispenser nozzle cover colors meet visual standards. If NO, please comment:	<b>2</b>	Yes No
9.4	Pumps and nozzles clean and free of dents and damage. Also clear of unapproved signage, and torn or peeling decals. If NO, please comment:	<b>4</b>	Yes No
9.5	Required POP hardware installed in the approved location on the dispenser per visual standards. If NO, please comment:	<b>2</b>	Yes No NA

**10 Curbs and Site Perimeter • 4 pts possible**

10.1	Curbs and storefront sidewalks well maintained. If NO, please comment:	<b>2</b>	Yes No NA
10.2	Bollards painted in accordance with visual standards and are not chipped or damaged. If NO, please comment:	<b>2</b>	Yes No NA

**Merchandising execution (Audit) 24 pts possible**

**11 BP Promotion Point of Sale • 8 pts possible**

11.1	Current perimeter POP is executed in accordance with program requirements; At least one perimeter element displayed. If NO, please comment:	<b>4</b>	Yes No NA
11.2	Current fueling position POP is posted in accordance with program requirements. If NO, please comment:	<b>4</b>	Yes No NA

**12 Credit Card Applications • 10 pts possible**

12.1	Are the current BP consumer credit card applications clearly visible and available in the store? If NO, please comment:	<b>4</b>	Yes No NA
12.2	Are the current BP consumer credit card applications clearly visible and available in a BP-approved canister at <b>each</b> fueling position? If NO, please comment:	<b>4</b>	Yes No NA
12.3	Is the current BP Business Card application clearly visible and available in the store? If NO, please comment:	<b>2</b>	Yes No NA



**Merchandising Execution (Audit) continued**

**13 Gift card • 2 pts possible**

13.1	BP gift cards - visibly displayed and available in the store? If NO, please comment:	<b>2</b>	Yes No NA
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**14 Payment decal • 4 pts possible**

14.1	Payment Acceptance decal displayed at all fueling positions. If NO, please comment:	<b>2</b>	Yes No NA
14.2	Payment Acceptance decal displayed in the store. If NO, please comment:	<b>2</b>	Yes No NA