

Field Rep Site Visit KPI Sheet

Basic Information

Date: 5-6-20

Rep Name: Chris

Location Name: COSTCO - Cordova

Location Address: _____

Visit Type: (Routine / Follow-up) Issue Response / Audit)

Operational KPIs

Overall Site Condition (1-5):

Service Quality (1-5):

Vendor/Tech Performance (1-5):

Client Feedback (1-5):

Complaints/Issues:

GM - Chris Refused to talk about property, Refused to complete Survey. Stated he is looking for another provider.

Maintenance & Repairs

General Repairs: (1-5) N/A

Lawn Care / Landscaping (1-5)

Snow/Ice (if applicable):

N/A

Photos & Documentation

Photos Taken (Yes) No):

Number of Photos: _____

Key Issues Captured: _____

Summary Scores

Overall Site Score: _____

Maintenance Score: _____

Service Quality Score: _____

Rep Comments

General Observations: _____

Recommendations: _____

Follow-up Required (Yes/No): _____

Manager Review

Site Rep: _____

Reviewed By: _____

Comments: _____

