

# Sinclair Secret Shop 2021

## Overall Photos

Overall Location, Fueling Dispenser, MID, Canopy, Building Exterior, Overall Restroom, DINO, DINO Damaged, Pump Facing

## Evaluation

**Date:** What was the date of your visit? *Please enter in mm/dd/yyyy format.* [DATE]

**TimeIn:** Please enter the time in for your visit. *Please enter in the hh:mm am/pm format.* [TIME]

**TimeOut:** Please enter the time out for your visit. *Please enter in the hh:mm am/pm format.* [TIME]

**QOpen:** Were you able to complete the shop? [YES/NO]

**QOpenA [IF NO, in QOpen]:** Why were you unable to complete the shop? [SINGLE PICK]

1. Under construction/Not built yet
2. Closed for remodeling
3. Asked to leave (**Autofail**)
4. No longer a Sinclair branded station
5. Out of business
6. No such address
7. Other

**QOpenB [If "Other" or "Asked to Leave" in QOpenA]:** If "Other" or "Asked to Leave", please enter the reason you were unable to complete your shop. [OPEN END]

**QAddress:** Was the address on the evaluation label for this location correct? [YES/NO]

**QAddressNew:** If the listed location address is different, please enter the new address. [OPEN END]

**QWeather:** What were the weather conditions during your shop? [MULTI-PICK]

1. It was clear and sunny.
2. It was cloudy or overcast.
3. It was raining/snowing/some other kind of precipitation.
4. It was windy.

**QStoreType:** What was the location type of the store you visited? [SINGLE PICK]

1. Sinclair convenience store with convenience items available for purchase.
2. Sinclair service location, but convenience items were NOT available for purchase. (i.e. service bay, lube bays that do not carry standard convenience store items such as soda, candy, beer, cigarettes, etc). [Skip QName1, QAmount1, Q1-Q9, Q34-Q35 and QValue]
3. Sinclair Cardlock/unattended location; no interior store to evaluate. [Skip QName, QAmount1, Q1-Qinterior, Q14, Q14a, Q34 – Q35 and QValue.]

4. Sinclair Kiosk location. [Skip Q3-QInterior, Q34-Q35]
5. Sinclair full service location – full service locations have attendants available to pump fuel for customers.
6. Sinclair truck stop location – convenience store with separate canopy for diesel. Sites usually have over-the-road driver lounges, showers and full-service restaurants.

**QAmount1:** What was the total amount on the receipt from your in-store purchase? *You will be reimbursed up to \$1.00. However, please specify the total amount on your receipt. Please enter in the x.xx format. Do not include the \$ symbol.* **[AMOUNT]**

**QAmount2:** What was the total amount on the receipt from your fuel purchase? *You will be reimbursed up to \$5.00. However, please specify the total amount on your receipt. Please enter in the x.xx format. Do not include the \$ symbol.* **[AMOUNT]**

**QName:** Were you able to see the name on the badge or name embroidered on the shirt of the employee that assisted you? **[YES/NO]** **(Have this report on the website)**

**QName1 [If “Yes” in QName, answer QName1]:** What was the name of the employee that assisted you? **[OPEN END]**

### **Customer Service and Restrooms (18 points)**

**Q1:** Which of the following items describe the employee who assisted you? **[MULTI-PICK]** **(5 points as long as 1-4 below selected)**  **[PHOTO ALWAYS]**

**PHOTO REQUIREMENT** – If they refuse then shopper should report back with photo of the counter AND still answer 1-3 as applicable. Employee can be wearing Sinclair or c-store branded apparel. Please review Sinclair Guidebook for specific instructions and definitions for this question.

1. Employee was wearing logoed Sinclair or c-store branded apparel in good condition
2. Employee was wearing logoed Sinclair or c-store branded apparel in good condition and added name tag after the reveal
3. Employee was wearing an acceptable name tag
4. Employee was wearing an acceptable name tag and changed into logoed Sinclair or c-store branded apparel after the reveal
5. Employee changed into logoed Sinclair or c-store branded apparel after the reveal.
6. Employee added nametag after the reveal.
7. None of the above
8. Employee refused the photo. **[IF SELECTED – CANNOT APPEAL]** **[DOES NOT REPORT ON SCORECARD]**

**QProtective Mesasures:** What protective measures did you observe during your transaction? **[MULTI-PICK]**

Please mark all that apply. You are answering for both the employee who assisted you and all visible employees during the internal portion of your visit. Based on response to this question, the employee who assisted you may qualify for a reward. Please follow instructions on the Health and Safety reward program to determine if employee who assisted you qualifies.

1. There was a cashier barrier (Plexiglas, etc) at the checkout counter.
2. The employee who assisted me was wearing a mask correctly (mask being worn to cover nose and mouth).
3. The employee who assisted me was wearing a mask but not covering mouth and nose.

4. All employees were wearing mask correctly (mask being worn covering mouth and nose).
5. Some employees were wearing masks correctly (mask being worn covering mouth and nose).
6. All or some employees were wearing masks but not covering mouth and nose.
7. All employees were wearing gloves
8. Some employees were wearing gloves.

**Q2:** Did the employee offer his/her undivided attention during the transaction? **[YES/NO] (3 points)**

**Q2a:** If NO, please explain. **[MULTI-PICK]**

1. The employee was on the phone or texting during the transaction.
2. The employee was eating or drinking at the counter during the transaction.
3. The employee was reading or watching television at the counter.
4. The employee was working on other store duties during the transaction (employee training is acceptable).
5. The employee was talking with another associate or non-employee during the transaction.

**Q3:** Was a restroom available? **[SINGLE PICK]**  **[PHOTO ALWAYS]**

If public restroom is not easily found, you **MUST** ask an employee if a public restroom is available. Restrooms that are shared with another business (like an attached food establishment) should be evaluated. Restrooms may be inside or outside and should be evaluated. This could include porta potty restrooms. If you have to ask the employee for the restroom because you cannot easily find it, you must select the corresponding reason. Do not guess on the reason that the restroom is unavailable.

For photos, if there is a restroom door, take photo of restroom door. If there is signage indicating the restroom is closed, that should be clearly visible in the photo submitted. If there is no restroom or the restroom is located behind the counter, take a photo of the counter.

1. Yes.
2. No, attendant and/or posted sign stated restroom is closed due to Covid-19 precautions
3. No, attendant stated restroom is out of order.
4. No, attendant stated restroom is closed due to maintenance and/or repair.
5. No, the attendant stated no restrooms on site.
6. No, attendant stated restroom is closed due to construction.
7. No, restroom located completely behind the counter/register area and is inaccessible to customers.
8. Restroom occupied during entire visit.
9. Restroom closed due to active cleaning.

[If "Yes" in Q3, answer QRestroomType-Q6]

**QRestroomType:** What type of restroom did you evaluate? **[SINGLE PICK]**

1. Men's
2. Women's
3. Unisex
4. Porta Potty

**Q4:** Were the fixtures (sinks, toilets, urinals, mirrors, lighting), walls, floors and doors clean and free from standing water/excessive stains? **[YES/NO] (5 points)**  **[PHOTO IF NO]**

Please review Sinclair Guidebook for specific instructions and definitions for this question.

**Q4a:** IF NO, please explain. **[MULTI-PICK]**

1. Sink was excessively dirty and/or stained.
2. Toilet was excessively dirty and/or stained.
3. Urinal was excessively dirty and/or stained.
4. Mirror, if present, was excessively dirty and/or stained/had excessive water spots.
5. Wall was excessively dirty and/or stained.
6. Floor was excessively dirty and/or stained. Normal wear and tear is acceptable and not considered excessively dirty.
7. Door and/or door frame was excessively dirty and/or stained.
8. Lighting was excessively dirty and/or stained.
9. Trash can full/overflowing/not available and/or excessively dirty and/or stained.

**Q4b: IF NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for restroom cleanliness. **[Open End – Minimum character count (25) required.]**

**Q5:** Were the fixtures (sinks, toilets, urinals, mirrors, lighting), walls, floors and doors operational/free of damage/graffiti and were doors properly decaled/identified? **[YES/NO] (3 points)**  **[PHOTO IF NO]**

**[CURE]** Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q5a:** IF NO, please explain. **[MULTI-PICK]**

1. Doors not properly decaled (i.e., Men, Women, Unisex).
2. Door was damaged and/or not operational.
3. Handwritten signs present.
4. Store policy notice, professional advertisements or cleaning schedule in poor condition.
5. Sink was damaged and/or not operational.
6. Toilet was damaged and/or not operational.
7. Urinal was damaged and/or not operational.
8. Lighting was damaged and/or not operational.
9. Mirror was damaged /covered in graffiti and was not functional.
10. Floor was damaged.
11. Wall was damaged.
12. Graffiti was present on fixtures (not including mirror).
13. Door or stall did not lock.

**Q5b: IF NO, please explain.** Besides what was seen in the photo, please provide details of all other areas where infractions were marked for restroom damage. **[Open End– Minimum character count (25) required.]**

**Q6:** Was the restroom stocked with soap OR hand sanitizer, toilet paper, seat covers (if applicable) and paper towels available OR hand dryers operational and was the restroom free of cleaning supplies? Air fresheners and hand sanitizers are acceptable. **[YES/NO] (2 points)**  **[PHOTO IF NO]**

Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q6a:** IF NO, please explain. **[MULTI-PICK]**

1. There was no soap OR hand sanitizer available.
2. There was no toilet paper available in one or more stalls.
3. There were no paper towels OR functioning hand dryer available.
4. Seat cover dispenser is present but not stocked.
5. Cleaning items were visible.

**QDisinfectant Interior:** Was there hand sanitizer available for customers anywhere inside or directly outside of the store? **[YES/NO] (Nonscored)**

Please evaluate the entire interior of the store and outside the entry doors before answering this question. Do not focus only on the immediate check out area. Some other common areas for sanitizer are outside restroom doors, inside entry and outside entry.

**QDisinfectant Interior (a):** IF YES, where was the hand sanitizer/disinfectant wipes available for customers? Select all that apply **[MULTI-PICK]**

1. By door to enter/exit store.
2. At checkout area.
3. After exiting restroom.
4. Hand sanitizer/disinfectant wipes were available but empty.
5. Other (specify).

**QSocial Distancing:** Were there any signs, markers, and/or decals in the store to promote social distancing? **[YES/NO] (Nonscored)**

Please evaluate the entire interior of the store and the doors/windows on the exterior customer facing areas.

**QSocial Distancing (a):** IF YES, what did you observe that was promoting social distancing? Select all that apply **[MULTI-PICK]**

1. Directional markers on floor advising customers which way to walk down aisles and move throughout the store.
2. Social distancing markers at cash register.
3. Signage in store promoting social distancing.

**QCustomerService - Required:** Please include any additional comments, positive or negative, about your experience with the customer service employee at this station. Was there something that really impacted the experience? Describe any areas where you marked the location for being out of compliance. Please remember, your comments are visible to the client. **[OPEN END– Minimum character count (25) required.]**

### **Interior (12 points)**

**Q7:** Were the aisles unobstructed and floors clean with no obvious signs of excessive litter, dirt, spills, stains or surface damage? **[YES/NO] (2 points)**  **[PHOTO IF NO]**

Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q7a:** IF NO, please explain. **[MULTI-PICK]**

1. One or more aisles was completely obstructed.
2. Floors had excessive litter.
3. Floors were excessively dirty.
4. Floors had excessive spills.
5. Floors were excessively stained.
6. Floors were excessively damaged.

**Q7b: IF NO, please explain.** Besides what is seen in the photo, please provide detail on all other areas where infractions were marked for interior aisles and floors. **[Open End– Minimum character count (25) required.]**

**Q8:** Were all ceiling lights working and the ceiling, ceiling tiles, and/or ceiling fans in good condition?

**[YES/NO] (3 points)**  **[PHOTO IF NO] [CURE]**

Poor condition is defined as being stained, broken, and/or dirty.

**Q8a:** IF NO, please explain. **[MULTI-PICK]**

1. Not all ceiling lights working.
2. Ceiling, ceiling tiles, and/or ceiling fans in poor condition.

**Q9:** Were all food and beverage/coffee areas clean, well maintained and stocked? **[YES/NO/NA] (2 points)**  **[PHOTO IF NO]**

Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q9a:** IF NO, please explain. **[MULTI-PICK]**

1. The fountain/coffee machine was not clean.
2. More than one fountain/coffee machine was not functioning or was out of order.
3. There was trash or a recent, unattended spill on the counter.
4. Cleaning supplies and/or rags were on the counter.
5. All cups, lids, and straws were not adequately stocked.
6. Handwritten signs are in poor condition.
7. There were no hot or cold food items in stock.
8. Microwave, if present, is dirty and/or not in working order.
9. The food area offered items that were expired.
10. Napkins/condiments/utensils were not adequately stocked.

**Q9b: IF NO, please explain.** Besides what is seen in the photo, please provide detail on all other areas where infractions were marked for food and beverage/coffee areas. **[Open End– Minimum character count (25) required]**

**Q10:** Was the store free from the sale of sexually explicit materials in plain view? **[YES/NO] (YES =2/2, NO = -10/2)**  **[PHOTO IF NO]**

Sexually explicit materials are acceptable if they are out of plain view of all customers (i.e. behind sales counter and all nudity and sexually explicit language is covered). Please review guidebook for specific instructions and definitions for this question.

**Q11:** Was the store free from the sale of drug paraphernalia? **[YES/NO] (YES =3/3, NO = -21/3)**

 **[PHOTO IF NO]**

Please review guidebook for specific instructions and definitions for this question.

**Q11a:** IF NO, please explain. **[MULTI-PICK]**

1. Drug pipes or items disguised as drug pipes were present and/or advertised.
2. Bongs were present and/or advertised.
3. Kratom products were present and/or advertised.
4. Herbal incense were present and/or advertised.
5. Bath Salts were present and/or advertised.

**CBD:** Did the site display or sell any products advertised as containing CBD? **[YES/NO]**

**QInterior - Required:** Please include any additional comments about the interior facility at this station. Describe any areas where you marked the location for being out of compliance. Please remember, your comments are visible to the client. **[OPEN END– Minimum character count (25) required.]**

**Exterior (11 points)**

**Q12:** Was the landscaping (including grass, bushes, trees and other plantings) well maintained and the lot free of excessive litter, weeds or other unsightly elements within view of customers? **[YES/NO] (2**

**points)**  **[PHOTO IF NO]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q12a:** IF NO, please explain. **[MULTI-PICK]**

1. There was excessive litter.
2. The grass was overgrown.
3. The trees/plants/shrubs were overgrown.
4. The plants appeared to be dead (not dormant).
5. There were overgrown weeds.

**Q12b: If NO, please explain.** Besides what was seen in the photo, please provide details of where litter was found. **[Open End– Minimum character count (25) required]**

**Q13:** Were all areas accessible by customers free of unsightly elements, large cracks or potholes, damage and/or stains? **[YES/NO] (3 points)**  **[PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q13a:** IF NO, please explain. **[MULTI-PICK]**

1. There were abandoned and/or for-sale equipment or vehicles on the premises.
2. There was an outdoor display obstructing entry into or out of the store.
3. There were one or more large potholes that presented a possible safety hazard.
4. There were one or more large cracks that presented a possible safety hazard.
5. The walkways were damaged/broken or missing concrete pieces.
6. The walkways contained excessive spills and/or stains.
7. The paved areas contained excessive spills.

**Q13b: IF NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for exterior unsightly elements, cracks, potholes, damage and stains. **[Open End– Minimum character count (25) required]**

**Q14:** Was the exterior of the building and building fascia within view of customers clean and in good condition with no obvious signs of structural damage, graffiti or excessively chipped or peeling paint?

**[YES/NO] (3 points)**  **[PHOTO IF NO]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q14a:** IF NO, please explain. **[MULTI-PICK]**

1. Doors or window glass was excessively dirty.
2. Light fixtures were excessively dirty.
3. Building – More than 25% of visible building was excessively dirty.
4. Walls had graffiti.
5. Walls – More than 25% of all visible walls had excessively chipped or peeling paint.
6. Doors or window glass cracked or broken.
7. Light fixtures damaged.
8. Fascia was missing section(s).
9. Fascia had large dents.
10. Fascia had large gouges/holes.
11. One or more trash units were full/overflowing and/or excessively dirty.

**Q14b: IF NO, please explain.** Besides what was seen in the photo, please provide details on all other areas where infractions were marked for exterior building. **[Open End– Minimum character count (25) required]**

**QEmployeeView: From the employees vantage point are all fueling islands visible? Keep in mind some locations may have more than one register area, if so you must evaluate this for all registers.**

**[YES/NO]  [PHOTO IF NO]**

**Q15: Were the perimeter and store front curbs, retaining walls and fences maintained and was paint in good condition within view of customers? [YES/NO/NA] (3 points)  [PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q15a: IF NO, please explain. [MULTI-PICK]**

1. Perimeter curbs – More than 25% of perimeter curbs had excessive chipped/peeling paint.
2. Store front curbs – More than 25% of store front curbs had excessive chipped/peeling paint.
3. The perimeter curbs were excessively dirty/scuffed.
4. The store front curbs were excessively dirty/scuffed.
5. A section of the perimeter curb was broken.
6. A section of the store front curb was broken.
7. There was graffiti on the perimeter curbs.
8. There was graffiti on the store front curbs.
9. The retaining wall had excessive chipped/peeling paint.
10. The retaining wall was excessively dirty/ scuffed.
11. The retaining wall was broken.
12. There was graffiti on the retaining wall.
13. The fence was not maintained.
14. There was graffiti on the fence.

**Q15b: IF NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for the perimeter curbs and/or store front curbs. **[Open End– Minimum character count (25) required]**

### **Fueling Island/MID (52 points)**

All branded pumps, including diesel, need to be evaluated. This includes pumps not under a canopy. Do not evaluate unbranded pumps, including those under unbranded or non-Sinclair branded diesel only canopies.

**Q16: Were all fueling dispensers clean? [YES/NO] (4 points)  [PHOTO IF NO]**

Evaluate all of the dispenser units and fueling hoses and nozzles. Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q16a: IF NO, please explain. [MULTI-PICK]**

1. One or more dispensers or dispenser decals were excessively dirty (top, sides and /or fronts were dirty and/or stained).
2. One or more hose handles and/or nozzles were excessively dirty, grimy to the touch.

**Q16b: IF NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for fueling dispenser cleanliness. **[Open End– Minimum character count (25) required]**

**Q17:** Were all fueling dispensers functional or properly marked out of order and free of handwritten signs and additional non-Sinclair branded/Car wash promotional advertisements attached to the fueling dispenser (decals, stickers, taped signs, etc.)? **[YES/NO] (3 points)**  **[PHOTO IF NO]**

Evaluate all branded dispenser units and fueling hoses and nozzles. Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q17a:** IF NO, please explain. **[MULTI-PICK]**

1. One or more nozzles were out of order without proper bag.
2. Hose/nozzle missing.
3. Professional or computer generated informational sign was dirty and/or in poor condition.
4. There were handwritten signs on dispensers.
5. Promotional advertisements for non-Sinclair branded programs and/or carwash attached to the fueling dispenser are present.

**Q18:** Were all fueling dispensers free of damage? **[YES/NO] (3 points)**  **[PHOTO IF NO] [CURE]**

Evaluate all branded dispensers. Evaluate the tops, sides and fronts of dispensers, including the fueling hose, nozzles, pump faces and decals. Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q18a:** IF NO, please explain. **[MULTI-PICK]**

1. Decals and/or graphics were damaged, scratched, cracked, faded or had peeling. (Includes pump number, octane decal, ethanol decal, product panel decals but does not include valance or skirt graphics).
2. Any sign of damage to the dispenser including pump face, skirts, sides, valance or hose/nozzles including rust.
3. Excessive tape residue/build-up or residue was present.

**Q18b: IF NO, please explain.** Beside what was seen in the photo, please provide detail on all other areas where infractions were marked for fueling dispenser damage. **[Open End– Minimum character count (25) required]**

**Q19:** Were all fueling dispensers displaying current and proper valance and skirt graphics? **[YES/NO/NA] (3 points)**  **[PHOTO IF NO] [CURE]**

Evaluate all fueling positions. Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q19a:** IF NO, please explain. **[MULTI-PICK]**

1. The Sinclair valance graphics were peeling, mis-aligned or missing.
2. The Sinclair skirt graphics were peeling, mis-aligned or missing.
3. The nozzle colors were incorrect.

4. The octane stickers were missing from unleaded products.
5. Product labels were missing for available products.

**QDisinfectant Fueling Island:** Was hand sanitizer, disinfectant wipes and/or gloves available for customer use in the fueling areas? **[YES/NO] (Non-scored)**

Evaluate all fueling positions.

**QDisinfectant Fueling Island (a):** IF YES, what was available at the fueling islands? Select all that apply. **[MULTI-PICK]**

1. Hand sanitizer was available.
2. Hand sanitizer was available but was empty.
3. Disinfectant wipes were available.
4. Disinfectant wipes were available but empty.
5. Disposable gloves were available.
6. Disposable gloves were available but empty.

**QCardReader:** Were card-readers present at the pump? **[YES/NO] (skip 20 if NO)**

**QCardReaderCount:** How many fueling positions had card-readers? **[Numeric] (answer if QCardReader is YES)**

**Q20:** If card-readers are present, were you able to pay at the pump and was a receipt provided at the pump? **[YES/NO] (3 points)**

Please refer to Sinclair Guidebook for detailed instructions and definitions for this question.

**Q20a:** IF NO, please explain. **[MULTI-PICK]**

1. Card-reader was not functioning (“out of order” or “please pay inside” signs present)
2. Card-reader was not functioning (No sign present)
3. Receipt did not print
4. Card was declined **(No points lost)**

**Q21:** Did each gasoline fueling island have trash units available, in an approved container and free from damage, fading and/or graffiti? **YES/NO] (2 points)  [PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q21a:** IF NO, please explain. **[MULTI-PICK]**

1. One trash unit was not available within 10-15 feet of every fueling dispenser.
2. One or more trash units (including Sinclair panel if present) were visibly damaged, faded or had graffiti.
3. Trash unit present but was not an approved container.
4. Trash unit present but had other petroleum company branding (c-store branding is acceptable).

**Q22:** Were trash units clean and not full/overflowing? [YES/NO] (2 points)  [PHOTO IF NO]

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q22a:** IF NO, please explain. [MULTI-PICK]

1. One or more trash units were full/overflowing.
2. One or more trash units were excessively dirty.

**Q23:** Did each gasoline fueling island have amenities in an approved container that was free from visible damage, fading and/or graffiti? [YES/NO] (3 points)  [PHOTO IF NO] [CURE]

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q23a:** IF NO, please explain. [MULTI-PICK]

1. There was not at least one windshield service unit within 10-15 feet of every fueling dispenser.
2. One or more windshield service units were an unapproved bucket.
3. One or more windshield service units or approved buckets were visibly damaged, faded or had graffiti.
4. Amenity unit present but had other petroleum company branding (c-store branding is acceptable).

**Q24:** Did each gasoline fueling island have amenities that were clean, usable and stocked? [YES/NO] (2 points)  [PHOTO IF NO]

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q24a:** IF NO, please explain. [MULTI-PICK]

1. One or more windshield service units had excessively dirty wash liquid.
2. One or more windshield service units had frozen wash liquid
3. There was no windshield wash liquid available.
4. One or more windshield service units or approved buckets were excessively dirty.
5. One or more windshield service units had a squeegee was missing or not in usable condition (one squeegee minimum required at each island).
6. There were no paper towels available at one or more amenity centers.

**Q25:** Were the curbs in the fueling area clean and well maintained? [YES/NO/NA] (3 points)  [PHOTO IF NO] [CURE]

Please refer to Sinclair Guidebook for specific instructions and definitions for this question. Concrete and stainless steel curbs are not required to be painted Sinclair dark charcoal gray. Curbs around storefront and lot perimeter should not be evaluated.

**Q25a:** IF NO, please explain. [MULTI-PICK]

1. Fueling island curbs – More than 25% of one or more fueling island curbs had chipped or peeling paint
2. Fueling island curbs – More than 25% of one or more fueling island curbs were rusty

3. The curbs had structural damage covering more than 25% of one or more fueling curbs.
4. The curbs were excessively dirty.
5. The curbs were scuffed beyond general wear.
6. The curbs had more than minimal old oil absorbent build-up.
7. The metal ring at the base of the fuel island(s) was broken, rusty, and/or protruding in an unsafe manner.
8. There were diesel stains.
9. Fuel island curbs not painted Sinclair dark charcoal gray.
10. At least one curb presented a safety hazard.

**Q25b: If NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for the fueling island curbs. **[Open End– Minimum character count (25) required]**

**Q26:** Were the bollards/bumpers in the fueling area clean and well maintained? **[YES/NO/NA] (3 points)**



**[PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question. Bollards around store front or in areas outside of fueling island area should not be evaluated.

**Q26a:** IF NO, please explain. **[MULTI-PICK]**

1. Bollards - More than 25% of one or more bollards in fueling area were rusty.
2. Bollards – More than 25% of one or more bollards in fueling area had excessive chipped or peeling paint.
3. Bollards were excessively dirty.
4. Bollards were excessively scuffed beyond general wear.
5. Bollards had structural damage or were bent over 45 degrees.
6. Bollards not painted Sinclair dark charcoal gray.

**Q26b: If NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for the bollards/bumpers. **[Open End– Minimum character count (25) required]**

**QCanopyType:** What types of canopies were present at this location?

1. All canopies were Sinclair branded.
2. There were both Sinclair and non-Sinclair branded canopies.
3. None of the canopies were Sinclair branded.
4. There were no canopies present. (Skip Q27-29)

**Q27:** Is the canopy free of dirt and build-up (including bird nests)? **[YES/NO] (3 points)**  **[PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q27a:** IF NO, please explain. **[MULTI-PICK]**

1. Canopy Fascia – Excessively dirty
2. Canopy under decking – Excessively dirty
3. Columns – Excessively dirty
4. Light Covers - More than 50% of covers dirty or full of excessive bugs.
5. Bird nests present.

**Q27b: If NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for the canopy. **[Open End- Minimum character count (25) required]**

**Q28:** Does the canopy meet Sinclair brand requirements and is free of additional signage? **[YES/NO] (3 points)**  **[PHOTO IF NO]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question

**Q28a:** IF NO, please explain. **[MULTI-PICK]**

1. Canopy does not include at least one Sinclair sign (name, DINO or logo).
2. Additional non-Sinclair signage attached to canopy fascia. (This does not include professionally produced (i.e non-handwritten) pricing, directional or safety signage).
3. Additional non-Sinclair signage attached to columns. (This does not include professionally produced (i.e non-handwritten) pricing, directional or safety signage).
4. Additional non-Sinclair signage attached to bollards. (This does not include professionally produced (i.e non-handwritten) pricing, directional or safety signage).
5. Professional Sinclair branded promotional banner(s) are dirty or in poor condition.

**Q29:** Is the canopy well maintained and free of peeling paint, dents, rust and other damage? **[YES/NO] (4 points)**  **[PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q29a:** IF NO, please explain. **[MULTI-PICK]**

1. Canopy under decking – Excessive rust, peeling paint, cracks or damage.
2. Columns – Excessive rust, peeling paint, cracks or damage.
3. Light Covers - More than 50% of all covers are damaged or missing.
4. Canopy Fascia – Excessive rust, peeling paint, cracks or damage.

**Q29b: If NO, please explain.** Besides what was seen in the photo, please provide detail on all other areas where infractions were marked for the canopy. **[Open End– Minimum character count (25) required]**

**QMainID:** Was there a Main ID/price sign? **[YES/NO]**

**Q30:** Were all Main ID/Price Sign well maintained, clean and free from damage? **[YES/NO] (3 points)**

 **[PHOTO IF NO]** [NOTE: Location may have more than one sign. At least one sign must have Sinclair logo and you should evaluate ALL signs. Main ID does NOT need to include pricing.] **[CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q30a:** IF NO, please explain. **[MULTI-PICK]**

1. MID – Excessively dirty.
2. MID – Dented.
3. MID - Peeling Paint covering more than 25% of entire MID.
4. MID - Cracked/Holes.
5. MID – Rust covering more than 25% of entire MID.
6. MID – No signs displaying Sinclair Logo
7. MID – Broken or missing channels.
8. MID Pole – Dirty.
9. MID Pole – Peeling and/or cracked paint covering more than 25% of entire pole.
10. MID Pole – Damaged.
11. MID Pole – Not painted Sinclair dark charcoal gray (unless hi-rise and/or R176 sign).
12. Price Sign - Visibly faded or weathered.

**Q31:** Was the pricing (could include pricing on manual and/or LED Main ID and/or canopy) properly displayed? **[YES/NO/NA, No pricing panels] (3 points)**  **[PHOTO IF NO]** Please answer this question based only on your in-person site visit. Do not rely on the photo to determine this question, especially with LED pricing. Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q31a:** IF NO, please explain. **[MULTI-PICK]**

1. Price Sign - Missing a numeral.
2. Price Sign - Missing a product panel.
3. LED Price sign- Was not properly displaying pricing.
4. Product panel present that is not Sinclair approved green with white lettering.

**Q32:** Was the Main ID/Price Sign free of temporary advertisement signage on the ID or within a 3ft radius of the MID? **[YES/NO] (5 points)**  **[PHOTO IF NO]**

Only answer this question based on your in-person site visit. Do not rely on the photo to determine the response(s) to this question. Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q32a:** IF NO, please explain. **[MULTI-PICK]**

1. Non-Sinclair branded temporary sign attached to the MID
2. Non-Sinclair branded temporary sign within a 3ft radius of the MID
3. Permanent and/or Sinclair branded signs dirty and/or in poor condition

**QExterior - Required:** Please include any additional comments about the exterior of this station. Describe any areas where you marked the location for being out of compliance. Please remember, your comments are visible to the client. **[OPEN END– Minimum character count (25) required]**

**Marketing Programs (7 points)**

**Q33:** Did the site have the Sinclair Green Credit card application? **[YES/NO]**  **(1 point) [PHOTO IF YES OR NO] [CURE]**

**QOil:** Was there oil for sale? **[YES/NO]**

**Q34:** Were there at least 3 different types of Sinclair Oil products available for purchase? **[YES/NO]**  **[PHOTO IF YES OR NO] [1 point] [CURE]**

As long as a product label on a quart reads different from the next quart label, it is considered a unique product. Types are defined as different applications, i.e. transmission fluid vs. engine oil. For example, if a store has different weights (5w-30 vs. 10w-30) each weight would be considered a different type of product.

**Q35:** Are all pump toppers present, clean and in good condition with the current Point-of-Purchase (POP) message displayed at 50% of the unleaded and multi-product fueling positions? **(5 points) [YES/NO/NA]**  **[PHOTO IF NO] [CURE]**

Please refer to Sinclair Guidebook for specific instructions and definitions for this question.

**Q35a:** IF NO, please explain. **[MULTI-PICK]**

1. Less than 50% of pump topper frames on unleaded and multi-product pumps displayed the current Sinclair branded message.
2. One or more POP inserts displayed an expired and/or non-current promotion.
3. One or more POP inserts were not professionally produced.
4. One or more POP inserts were torn.
5. One or more POP inserts were dirty.
6. One or more POP inserts were visibly faded.
7. One or more POP frames were rusty.
8. One or more POP frames were damaged.
9. One or more POP frames were missing an insert
10. One or more POP frames had a blank insert.
11. One or more POP frames were missing from the pump.

**QDINO:** Does the site have a stand-alone fiberglass DINOsaur on the premises? **[YES/NO]**  **[PHOTO IF YES OR NO]**

**QDINODamage** If YES, is it free of damage and/or fading? **[YES/NO]**  **[PHOTO IF NO]**

**QOverall:** Please include any additional comments about the shop performed at this location. **[OPEN END– Minimum character count (25) required]**

**QGasCount:** How many total gasoline only and/or multi-product fueling positions were present at the location? **[Numeric]**

**QDieselCount:** How many total diesel only fueling positions were present at the location? **[Numeric]**

**Internal** (NOT SCORED – NOT ON SCORECARD)

**QDemo1:** Thinking of yourself as an actual customer of this location, overall, how satisfied were you with the experience? 0 – 10 Scale: 0 = Not Satisfied At All; 10 = Extremely Satisfied **[SCALE]**

**QDemo2:** Without considering convenience of location/proximity to you, how likely are you to return to this location as an actual customer? 0 – 10 Scale: 0 = Not Likely; 10 = Very Likely **[SCALE]**

**QDemo3:** How likely are you to recommend this location to a friend or family member? 0 – 10 Scale: 0 = Not Likely; 10 = Very Likely **[SCALE]**

**QH&S1:** Thinking of yourself as an actual customer of this location, based on your experience today and the protective measures that site has taken during the Covid-19 pandemic, how likely are you to return to this location? 0-10 Scale: 0 = Not Likely; 10 = Very Likely **[SCALE]. Please explain your answer– Minimum character count (50) required**

**QH&S2:** Thinking of yourself as an actual customer of this location, based on your experience today and the protective measures that site has taken during the Covid-19 pandemic, how likely are you to recommend this location to a friend or colleague? 0-10 Scale: 0 = Not Likely; 10 = Very Likely **[SCALE]. Please explain your answer– Minimum character count (50) required**