



Shop Summary (#42911)

Location: Hearts & Hands Preschool
Shop Name: Hearts and Hands - SEPT
Shop Start Time: Thursday, September 12, 2013 2:48pm
Completed: Thursday, September 12, 2013 3:12pm
Shopper City: Santa Clara, CA 95051

Scores

	Score	Points
Total Score:	96.4%	135 of 140
Telephone:	100.00%	40 of 40
Greeting:	100.00%	25 of 25
General Tour:	100.00%	30 of 30
Classroom Tour:	83.33%	25 of 30
Closing:	100.00%	15 of 15

Shop Details	%
#1 Q: Location shopped: <i>Hearts and Hands Preschool 1353 Hedding St San Jose, CA 95126</i>	Not Scored
#2 Q: Date of telephone call: <i>Thursday, September 12, 2013</i>	Not Scored
#3 Q: Time of telephone call: <i>7:58am</i>	Not Scored
#4 Q: Date of on-site visit: <i>Thursday, September 12, 2013</i>	Not Scored
#5 Q: Time of arrival: <i>2:48pm</i>	Not Scored
#6 Q: Time of departure: <i>3:12pm</i>	Not Scored

Telephone	100.00%	40/40
#1 Q: Associates name that answered the phone: <i>Deanne</i>		Not Scored
#2 Q: Was the telephone answered with the proper greeting? (i.e. Good morning/afternoon, thank you for calling Hearts & Hand Preschool, my name is, how may I assist you etc.) <i>The telephone was answered with the proper greeting.</i>	Yes	5/5
#3 Q: Did the associate have a friendly, welcoming and caring tone when assisting you? <i>Her voice was sincere and welcoming.</i>	Yes	5/5



#4	Q: Did the associate use good listening skills, and ask appropriate questions about your child to better understand your needs, interests and reasoning for calling? (Explain why you felt they did or did not) <i>I was asked questions regarding my child's age and the type of care I was looking for. Also discussed weather potty training has started.</i>	Yes	5/5
#5	Q: Did the associate seem genuinely interested in assisting you and answering your questions? <i>I was given knowledgeable answers.</i>	Yes	5/5
#6	Q: Did the associate answer all of your questions to your satisfaction?	Yes	5/5
#7	Q: Did the associate invite you to come in for a tour of the school? <i>I was invited to come and tour the school.</i>	Yes	5/5
#8	Q: Did the associate ask for your contact information? (i.e. name, phone, address email etc.) <i>I was asked for my name, my child's name and my phone number.</i>	Yes	5/5
#9	Q: Based on this call, would you have felt comfortable and confident to consider this school for your child's preschool? Explain why you said yes or no. <i>I would definitely consider enrolling a child in this school. I was quoted prices and given a overview of the daily schedule. There was enthusiasm and pride as curriculum and staff were discussed throughout the call.</i>	Yes	5/5

Greeting	100.00%	25/25
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#1	Q: Name of Associate who assisted you on-site: <i>Deanne</i>		Not Scored
#2	Q: Were you greeted in a friendly, professional and welcoming manner?	Yes	5/5
#3	Q: Did the associate greet you by name if you had scheduled an appointment? (Select N/A if you did not schedule an appointment.)	Yes	5/5
#4	Q: Did the associate engage you in conversation to get better acquainted with your needs?	Yes	5/5
#5	Q: Did the associate seem enthusiastic and excited for you to be there for the tour?	Yes	5/5
#6	Q: Did the associate start the tour with the playground? If no, explain where they started. <i>The tour began on the playground.</i>	Yes	5/5
#7	Q: Give a detailed overview of the greeting you received when you arrived and how welcomed you felt. <i>As I entered the center I stopped at the window. The director was on the phone and paused to ask how she could assist me. I explained that I had a tour. She identified me by name and then came around to escort me to the office.</i>		Not Scored

General Tour	100.00%	30/30
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#1	Q: Did the associate explain the playground and discuss the activities that happen outside?	Yes	5/5
#2	Q: Did the associate tour you through multiple class rooms, and explain what learning takes place at that specific level?	Yes	5/5
#3	Q: Did the associate introduce you to the teachers in the classrooms if they were available during your tour? (Select N/A if they were not available.)	Yes	5/5



#4	Q: Did the associate talk to you about the teachers in each class and give you a brief background on them?	Yes	5/5
#5	Q: Did the associate point to the pictures in the rooms and briefly explain the curriculum for that age level?	Yes	5/5
#6	Q: Did the classrooms and playground you visited seem clean and organized? Please explain why you felt they were or were not. <i>The classrooms and playground were neat and organized. The areas were clear of visible clutter or trash.</i>	Yes	5/5

Classroom Tour	83.33%	25/30
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#1	Q: Did the associate end the tour in the classroom your child would be in? <i>We went through the classes by age/development.</i>	No	0/5
#2	Q: Did the associate ask you questions and engage you in your goals for your child's learning and expectations?	Yes	5/5
#3	Q: Did the associate explain a typical day and the schedule for the classroom your child would be in?	Yes	5/5
#4	Q: Did the associate go over the curriculum for your child's classroom?	Yes	5/5
#5	Q: Did the associate seem enthusiastic about the learning that takes place, the fun events the school puts on, how much other parents rave about the school, and how much their children have learned?	Yes	5/5
#6	Q: Did the associate go through a parent pack with you? (i.e. parent testimonials, preparing safe lunches, how your child will be prepared for kindergarten, paperwork that will need to be filled out for enrollment etc.)	Yes	5/5

Closing	100.00%	15/15
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#1	Q: Did the associate attempt to have you commit to enrolling your child today? (i.e. ask how they could assist you with enrolling your child today, offer you special enrollment coupons etc.)	Yes	5/5
#2	Q: Explain how they attempted to close you, or if not, why you felt they did not. <i>The associate explained the enrollment process and I explained that I still had a few other schools to look at. She then invited me to come to the upcoming Open House event.</i>		Not Scored
#3	Q: Overall, did the associate make you feel confident that this would be a safe and great learning environment for your child? Please explain why you answered yes or no. <i>The associate explained that all staff had been fingerprinted and background checked. She also explained that policy for how child injuries are reported to parents. The learning environment was very inviting and presented well.</i>	Yes	5/5
#4	Q: Is there anything that you felt could have been done or said to have improved your experience or instilled more confidence in this school? <i>I do not feel that there needed to be any changes in the presentation of the school and its environment.</i>		Not Scored
#5	Q: Based on your complete experience, if you were genuinely interested in enrolling your child in a preschool, would you consider Hearts & Hands for your child? Explain why you indicated you would, or would not, consider Hearts & Hands. <i>I was very impressed with the associates pride and knowledge of the school, staff and curriculum. I felt welcomed by each staff member that I was introduced to. The school appeared to be well run and maintained.</i>	Yes	5/5