



General Gemba Walk Checklist

Cape Town Spa / 5 May 2023 / Liara Amell

Complete

Score	3 / 4 (75%)	Flagged items	1	Actions	0
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Client / Site

Cape Town Spa

Conducted on (Date and Time)

5 May 2023 14:50 PST

Prepared by

Liara Amell

Location

9 Green St, Cape Town City
Centre, Cape Town, 8000, South
Africa

Flagged items

1 flagged

Audit / Tools and resources

Are our data and charts up-to-date?

No

Missing data from last quarter.

Audit

1 flagged, 3 / 4 (75%)

General Information

Department

Customer Service

Description of work

Reception

List of participants

Kaidan Cousland

Analyzing processes

1 / 1 (100%)

What is the standard or process to which you are working?

We greet all customers who enter and make sure we attend to their inquiries regarding our services and possible questions they have about our facility. Provide recommendations on services we offer. Gather feedback from all customers after they avail of our services.

Do you think the standard or process is clear?

Yes

What are we doing to meet the standard or process?

We get ourselves trained about the services and amenities we have for our customers.

What is the goal we're trying to achieve with this process?

To make sure the customer's experience is a pleasant one and we get recommended to other potential customers by word of mouth.

What can we do to improve the process?

Provide survey forms after each customer's visit and provide a suggestion box at the reception's desk.

Problem-solving

What can we do to flag nonconformances immediately so we can implement corrective action?

Proactively ask customers how they feel after the treatment and if there's any comment they may have about the service, the therapist, or the facilities.

What kind of problems are you running into here?

Some customer's may not be as ready to provide feedback regarding their visit.

Why is this a challenge?

We will not be able to know from the customer's point of view if we did a good job.

What have you done to determine the root cause?

Some customers may be too relaxed or in that pleasant zone after a session and they cannot articulate what they have in mind so I gently ask some more until I get a response.

What is the next step?

Perhaps provide a survey form with simple questions to gather feedback.

Tools and resources

1 flagged, 1 / 2 (50%)

Are our data and charts up-to-date?

No

Missing data from last quarter.

Do you have everything you need for this process?

Yes

What would help break down barriers to solving problems?

Our bosses need to know that we need another way to gather more feedback from customers.

Continuous improvement

1 / 1 (100%)

What is today's priority and why?

Attend to all customers because it's a weekend and we expect more customers coming in today.

What do you intend to improve today?

Answer more phone inquiries from customers.

Are there any other question(s) you want to raise?

Yes

List down your question(s)

Will we add more services to offer our customers in the future? Some of our frequent visitors are asking if we have something new to offer.

Completion

Observations and Recommendations

Kaidan was more than happy to provide his input and hopes the branch can be more competitive.

Full Name and Signature of the Inspector



Liara Amell
5 May 2023 14:53 PST