

# COMMUNICATION SERVICES PROVIDER AND AUTHORIZED WIRELESS RETAILER CHECKLIST

## Devices on Display

	Yes	No
Is the display area properly lit?	<input type="checkbox"/>	<input type="checkbox"/>
Are the devices on display compliant with contractual obligations?	<input type="checkbox"/>	<input type="checkbox"/>
Are the devices on display fully powered and secured correctly to fixtures and/or stands?	<input type="checkbox"/>	<input type="checkbox"/>
Do sales associates regularly sanitize handheld devices?	<input type="checkbox"/>	<input type="checkbox"/>
Have all devices on display had their memory (e.g., demo photos, etc.) wiped?	<input type="checkbox"/>	<input type="checkbox"/>

*Any additional comments, questions, or areas that need improvement?*

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## Store and Sales Associates

	Yes	No
Is the staff knowledgeable about current products? Y/N	<input type="checkbox"/>	<input type="checkbox"/>
Is the staff knowledgeable about current promotions? Y/N	<input type="checkbox"/>	<input type="checkbox"/>
Does the staff receive ongoing training? Y/N	<input type="checkbox"/>	<input type="checkbox"/>
Does the team follow the corporate dress code? Y/N	<input type="checkbox"/>	<input type="checkbox"/>
Does the staff know where to access training materials and documentation about brand standards and guidelines? Y/N	<input type="checkbox"/>	<input type="checkbox"/>

*Any additional comments, questions, or areas that need improvement?*

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## POS Upkeep and Security

	Yes	No
Is there any customer information left in an unsecured area (e.g., on the sales floor, near POS, or in the backroom)?	<input type="checkbox"/>	<input type="checkbox"/>
Are customer bill payments dealt with according to corporate policy?	<input type="checkbox"/>	<input type="checkbox"/>
Is the POS neat and adequately supplied?	<input type="checkbox"/>	<input type="checkbox"/>
Are deposits handled according to company policy?	<input type="checkbox"/>	<input type="checkbox"/>
Are the extra store, till, and lockbox keys/codes stored in a safe or somewhere safe in the back office? Y/N	<input type="checkbox"/>	<input type="checkbox"/>
Are alarms tested regularly, and do employees have unique alarm codes?	<input type="checkbox"/>	<input type="checkbox"/>

*Any additional comments, questions, or areas that need improvement?*

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## In-Store Merchandising, Marketing, and Layout Walkthrough

	Yes	No
Is the overall appearance neat and the sales floor (if applicable) uncluttered?	<input type="checkbox"/>	<input type="checkbox"/>
Are departments and sections (POS, sales floor, repairs) identifiable?	<input type="checkbox"/>	<input type="checkbox"/>
Are promotions and advertisements up-to-date and consistent with contractual agreements?	<input type="checkbox"/>	<input type="checkbox"/>
Are products displayed securely, correctly, and priced accordingly?	<input type="checkbox"/>	<input type="checkbox"/>
Are fixtures, floors, walls, windows, chairs, and any other applicable surfaces clean and well maintained?	<input type="checkbox"/>	<input type="checkbox"/>

*Any additional comments, questions, or areas that need improvement?*

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## Store Exterior Walkthrough (If Applicable)

	Yes	No
Do the front window displays feature the latest campaign(s)?	<input type="checkbox"/>	<input type="checkbox"/>
Are window displays well lit and easily viewable from outside?	<input type="checkbox"/>	<input type="checkbox"/>
Are signage and promotions up-to-date?	<input type="checkbox"/>	<input type="checkbox"/>
Are signage and promotions visible from all directions?	<input type="checkbox"/>	<input type="checkbox"/>
Are all lights (on display and outside the store) working correctly?	<input type="checkbox"/>	<input type="checkbox"/>
Is the exterior of the building or space clean?	<input type="checkbox"/>	<input type="checkbox"/>
If there's a parking lot outside the store, is it well maintained?	<input type="checkbox"/>	<input type="checkbox"/>
Is the sidewalk or walkway outside the store safe, clean, and accessible to patrons?	<input type="checkbox"/>	<input type="checkbox"/>
If there's a parking lot outside the store, are the spaces well-marked and clean?	<input type="checkbox"/>	<input type="checkbox"/>
If there's landscaping outside the store, does it appear healthy?	<input type="checkbox"/>	<input type="checkbox"/>

*Any additional comments, questions, or areas that need improvement?*

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