

Customer Experience Outline:

1. Access: _____
 - 1.1. Location: _____
 - 1.2. Parking: _____
 - 1.3. Online sign in: _____
2. Welcome: _____
3. Comfort: _____
4. Navigation: _____
5. Assistance: _____
6. Check out: _____
7. Loading: _____
8. Returns: _____
9. Follow up/Satisfaction: _____