



Partners in Communication Checklist - Subway



Thank you for agreeing to be a Mystery Shopper for the Partners in Communication Project. Please fill in this checklist, and let us know what you think of using the subway in Glasgow.



Date _____



Which subway station did you get the subway from?



Were you able to find out information at the subway station about where the train goes?



Were you able to find out at the station what time the subway was coming?





Did you use a picture card on your trip? If you did, how did it go?



What station did you get off the subway?



How did you know where to get off the train?





Were the announcements on the train clear?



How easy was it for you to figure out where to go to get in and out of the station?



How easy was it for you to use the ticket barrier?





How many stars would you give your subway trip today?



What was the best thing about your trip?



What was the worst thing about your trip?



Great

What would make your subway trip better?

