



➤ The Front Area

- Clean windows, mirrors, shelving, displays and stock
- Carpet and flooring in good condition & clean
- Traffic areas slip-proof, especially if wet?
- Paint in good condition, not peeling?
- Colours fresh and enticing?
- Lighting – bright but not harsh
- Frame displays – accessible and changed regularly
- Security of frame displays
- Point of Sale materials – appropriate and current?
- Innovation in practice design?
- Front window displays – exciting and enticing and fresh

➤ The Reception Area

- Clean and tidy!!
- Chairs stable and comfortable
- Magazines and books current
- Toys – clean and in good repair
- Children's table for children to play on
- Television/monitor in the reception area?

➤ Consulting Room

- Clean and tidy
- Hand basin in room if possible
- Modern equipment
- Profitable equipment!

**Step Outside!**

➤ Signage

- Prominent?
- Easily seen from the roadway by car?
- Visible at night?
- Clean and in good repair?

➤ Front window

- Washed weekly?
- Enticing and appealing?
- Well illuminated?
- Frequently refreshed?

➤ Access

- Wheelchair accessible?
- Easy access for people who are elderly and/or immobile?
- Have steps been eliminated as far as practicable?
- Are there handgrips or handrails in appropriate places?
- Are floor surfaces non-slip, especially when wet?