



GOOD NEIGHBOR POLICY

QT #1422 – NWC of Gilbert Road & Southern Avenue
1956 E. Southern Ave., Mesa AZ 85023



APPLICANT:

HUELLMANTEL
AFFILIATES

Charles Huellmantel
P.O. Box 1833
Tempe, AZ 85280
(480)-921-2800
charles@huellmantel.com

GOOD NEIGHBOR POLICY

QuikTrip will be sure to conduct business under the proposed “good neighbor policy” described below.

A finding that a "good neighbor policy" in narrative form has been submitted, which includes, but is not limited to, descriptions of acceptable measures to ensure ongoing compatibility with adjacent uses, including sound attenuation, lighting control measures, and vehicular access and traffic control. Such policies shall include, but are not limited to, the name and telephone number of the position, manager or person responsible for the operation of the facility; complaint response procedures, including investigation, remedial action, and follow-up; and litter control measures;

QuikTrip’s store will be open 24 hours a day, 7 days a week and a manager will be present during those hours. This store will employ dozens of individuals, and the number of employees present varies depending on demand. However, we expect that during the day there will be anywhere from 2-6 employees on site at any given time. Given the number of employees on site at all times, the site will be maintained per the City of Mesa code.

QUIKTRIP CONTACT

James Robinson
Training Manager
602-321-3042
jrobinso@quiktrip.com

COMPLAINT RESPONSE PROCEDURES

QuikTrip’s top priority is providing the best customer service in the retail industry. A team of Training Managers are used to collect responses from both customers and City Inspectors to remedy any situation. The Division Office can be reached at 480-446-6300 where someone can quickly route any call to the appropriate agent for quick and professional resolution. Alternatively, www.quiktrip.com offers a ‘Contact Us’ portal where customers can enter feedback 24/7.

LITTER CONTROL MEASURES

Maintaining a clean outside appearance not only provides a higher level of customer service, it also is an effective tool for QuikTrip employees to continuously monitor onsite activities. Per policy, Managers are to perform a shift walk upon arrival prior to relieving the previous Manager. This shift walk includes patrolling the property to pick up any trash or debris on site. Additionally, every hour, an Employee is to perform outside upkeeps to sweep the site and check landscape areas for debris.