

Example of Mystery Shopper Assessment Tool

Name of Business: _____

Name of Assessor: _____ Date: _____

Assessment Guide

Make your rating of each of the customer service aspects using the following rating scale

1	2	3	4	5
Offensive	Poor	Acceptable	Good	Exceptional

First Impressions

- | | | | | | |
|--|---|---|---|---|---|
| • Welcome - greeting and smile | 1 | 2 | 3 | 4 | 5 |
| • Speed of response to your presence | 1 | 2 | 3 | 4 | 5 |
| • First impression of the entrance of the business | 1 | 2 | 3 | 4 | 5 |
| • First impression of inside the business premises | 1 | 2 | 3 | 4 | 5 |

Communication

- | | | | | | |
|--|---|---|---|---|---|
| • Eye contact and body language | 1 | 2 | 3 | 4 | 5 |
| • Interest in assisting you to find what you want | 1 | 2 | 3 | 4 | 5 |
| • Use of appropriate language - no jargon or slang | 1 | 2 | 3 | 4 | 5 |
| • Overall attitude of salesperson | 1 | 2 | 3 | 4 | 5 |

Merchandising and Layout

- | | | | | | |
|---|---|---|---|---|---|
| • Products clearly displayed and easy to find | 1 | 2 | 3 | 4 | 5 |
| • Layout inspires browsing | 1 | 2 | 3 | 4 | 5 |
| • A pleasant shopping experience | 1 | 2 | 3 | 4 | 5 |
| • Sale, promotion and impulse lines are well ticketed | 1 | 2 | 3 | 4 | 5 |

Meeting Customer Needs

- | | | | | | |
|---|---|---|---|---|---|
| • Level of product knowledge | 1 | 2 | 3 | 4 | 5 |
| • Ability to find solutions that met your needs | 1 | 2 | 3 | 4 | 5 |
| • Use of questioning and listening techniques | 1 | 2 | 3 | 4 | 5 |

Scoring: Please total your ratings: _____ multiply this number by 1.43_____

Other Comments/Recommendations for improvement:

(Please note this example relates to a retail outlet and is by no means comprehensive)

(adapted from Managing Customer Service Seminar Workbook, Department of State Development, Queensland by Bank of IDEAS www.bankofideas.com.au)

Secret Shopper Report Sample

S. Marie Surles

A red circular graphic with a gradient, appearing as a partial circle or a thick arc, located to the right of the name S. Marie Surles.

Secret Shopper Report Sample:

The Mystery Shopper's Manual Cathy Stucker, 2004-09 The only book for mystery shoppers endorsed by the Mystery Shopping Providers Association If you are looking for a flexible fun way to make extra money mystery shopping may be for you You can get paid to shop eat in restaurants get your hair cut go to the movies and more and Cathy Stucker will show you how Topline, Bottom Line: A Simple, Brief, Comprehensive, and Irreverent Writing Guide for Professionals Robert Levine, 2017-11-19 Topline Bottom Line opens by stressing the importance of good writing to business in the Information Age Part One devotes a chapter each to grammar spelling punctuation accuracy of word choice the impact of word choice on writing s tone or style structuring sentences and paragraphs organizing documents and the composition process Part Two presents strategies for the most common types of business writing resum s and cover letters other correspondence company newsletter articles descriptive writing like instructions and job descriptions expository writing such as project reports and employee reviews and persuasive writing like proposals The conclusion asserts that words convey information as definitively as numbers requiring an equal level of precision in their use it also counsels that writing is an art not a science because only the unique circumstances of each writing situation determine what works best for that situation Mystery Shopper 101 HowExpert, Penny Hodgins, 2020-03-19 Mystery shopping is a unique industry that allows management to get an inside look at various aspects of their businesses Mystery shops can evaluate customer service store appearance availability and placement of promotional signage and so much more Traditional mystery shops are covert and in person but non traditional shops such as revealed and remote shops are becoming more popular Video and mobile shops are competing for the fastest growing segment of the mystery shopping industry Mystery shopping is extremely flexible allowing you to only apply for shops that fit into your schedule Confidentiality and maintaining anonymity are pillars of mystery shopping Shop aggregators like Jobslinger and MS Job Board make searching for available shops in your location so easy Other great ways to find available shops are through mystery shopping forums and social media There are literally hundreds of mystery shopping companies out there so registering with all of them can be a bit tedious but this book gives some tips that will make the process less cumbersome Submitting great reports is essential for a successful mystery shopper and this book shows you exactly how to do so Mystery shoppers own their own businesses so researching laws in your city county and state about starting a business is crucial Business taxes for mystery shopping can be complicated but this book offers some basic advice on what is required and how to track income and expenses About the Expert Mystery shopping since the early 2000 s Penny Hodgins has seen and adapted to many changes in the mystery shopping industry What began as a teenager s side hustle to earn some extra cash and free meals has evolved into a passion for helping businesses treat their customers and employees with the respect they deserve by providing honest observations and factual reports Brooks has shopped professionally in various industries including retail financial entertainment real estate food service and more and has truly enjoyed the experience gained from

each and every shop Hodgins lives on the East US Coast with her husband two children and grandmother She graduated with a Bachelor's in Human Services in 2010 and has worked full time in the mental health and education fields She plans to retire to the beach as soon as possible HowExpert publishes quick how to guides on all topics from A to Z by everyday experts

Managing Hospitality Organizations Robert C. Ford, Michael C. Sturman, 2023-11-21 Managing Hospitality Organizations Achieving Excellence in the Guest Experience Third Edition takes students on a journey through the evolving service industry Each chapter focuses on a core principle of hospitality management and is packed with practical advice examples and cases from some of the best companies in the service sector Authors Robert C Ford and Michael Sturman emphasize the critical importance of focusing on the guest and creating an unforgettable customer experience Whether your students will be managing a neighborhood cafe a convention center or a high end resort hotel they will learn invaluable skills for managing the guest experience in today's ultracompetitive environment Included with this title LMS Cartridge Import this title's instructor resources into your school's learning management system LMS and save time Don't use an LMS You can still access all of the same online resources for this title via the password protected Instructor Resource Site

The Handbook of Field Marketing Alison Williams, Roddy Mullin, 2009-06-03 If you are involved in field marketing this is the book for you Whether you are working within a company and seeking to employ a field marketing agency or you work for such an agency and want to ensure best practice The Handbook of Field Marketing is the essential handbook for success Crammed with self study questions case studies and proven advice for success this book offers a blueprint for best practice enabling you to undertake robust rigorous and meaningful brand research The Handbook of Field Marketing reveals the best techniques to ensure profitable brand maximization for your company's products or those of the client company whether measured by brand visibility product availability positioning performance against competitors or overall sales performance

Encyclopedia of Play in Today's Society Rodney P. Carlisle, 2009-04-02 Selected as an Outstanding Academic Title by Choice Magazine January 2010 The Encyclopedia of Play A Social History explores the concept of play in history and modern society in the United States and internationally Its scope encompasses leisure and recreation activities of children as well as adults throughout the ages from dice games in the Roman empire to video games today As an academic social history it includes the perspectives of several curricular disciplines from sociology to child psychology from lifestyle history to social epidemiology This two volume set will serve as a general non technical resource for students in education and human development health and sports psychology leisure and recreation studies and kinesiology history and other social sciences to understand the importance of play as it has developed globally throughout history and to appreciate the affects of play on child and adult development particularly on health creativity and imagination

Direct Marketing Roddy Mullin, 2002 Direct marketing is widely acknowledged as one of the most popular and effective marketing communications tools Marketing professionals and those studying for marketing qualifications need to have an overall understanding of the scope

and potential of this whole area **International Marketing** P. K. Vasudeva, 2006 With the onset of globalisation International Marketing has become an important subject among students pursuing MBA in International Marketing and International Trade as also among professionals who study and undertake research projects in the areas such as Foreign Direct Investment Free Trade Area World Trade Organisation UNCTAD and the like The third edition focuses on global economy and its transmission to India The global economic condition is perhaps at its best since the World War II mainly because of the upward trend in international relations and aggressive bilateral multi lateral as well as regional treaties concerning trade and economy among various countries throughout the globe An updated table of contents reflects the latest research findings and practices up to the year 2005 The latest edition offers new chapters on Competitive Analysis Competitive Strategies Technical Environment Globalisation International Retail Management and the World Trade Organisation WTO covering right up to Hong Kong Ministerial 2005 Additionally some assorted current topics such as Performance of Foreign Trade Policy 2004-09 Export Taxes Composition of Trade Direction of Trade Foreign Direct Investment External Commercial Borrowings Non residential Deposits and Exchange Rate Movements have been given due place in the book Each chapter concludes with a summary a list of questions and case studies for ready reference The bibliography is exhaustive including Internet references for further studies A must read book for MBA International Marketing and International Trade students and researchers Health Fitness Management Mike Bates, Mike Spezzano, Guy Danhoff, 2019-01-31 Health Fitness Management Third Edition is the fundamental resource for the management and operation of health and fitness facilities and programs **A Dictionary of Social Work and Social Care** John Harris, Vicky White, 2013-01-24 This new dictionary provides A-Z definitions of terms from the broad field of social care Accessible coverage of social work theories methods policies organizations and statutes as well as key terms from interdisciplinary topics such as health and education make this an ideal reference for students as well as qualified social workers

Customer Care Excellence Sarah Cook, 2008 Emphasizing both strategic and practical aspects of customer care this work explains how gaining customer commitment and motivating employees to deliver an excellent service at all of a company's touch points can ensure successful results and satisfied customers **Stellar Customer Service** Mou Chakraborty, 2016-08-29 From librarians to volunteer workers staff to student workers all library personnel need to deliver great customer service This book presents innovative instructional methods that will inspire you to take a fresh approach to customer service training Customer service is one of the most critical staff development training areas in the library world Every member of a library's staff who interacts with the public needs the specialized skills and tools to work with a diverse clientele This book addresses the need for staff training for various kinds of libraries covering public and academic libraries of various sizes medical libraries law libraries and state organization and joint use libraries Each chapter of Stellar Customer Service Training Library Staff to Excel provides practical advice and creative solutions for showing staff how to handle

customer service issues The book identifies the essential skills and tools staff at all levels from librarians and staff to student workers and volunteers must have to contribute to your library's success Readers will learn innovative training methods see how a wide range of libraries have approached this perennial staff issue and get excited about approaching their own customer service training in fresh new ways **Travel & Tourism** Alan Marvell, Gillian Dale, 2005 Part of a series of six student books which are matched to every type of AS level GCE course students can take whether it is a single award or double award with Edexcel OCR or AQA **Contemporary Management Approaches to the Global Hospitality and Tourism Industry** Pius, Abraham, Alharahsheh, Husam H., Adesanmi, Adenike A., 2020-03-27 The hospitality travel and tourism industries play a major role in citizen wellbeing socio cultural integration and the economic advancement of a nation The industries are increasingly complex in operation demanding excellence across a far reaching and diverse set of capabilities and changes in management practices across the board With growing expectations for a better service quality from the users and endless calls for value added service managers are under constant pressure to improve their services across all aspects while growing customer numbers to meet various stakeholder expectations Contemporary Management Approaches to the Global Hospitality and Tourism Industry is a key reference source that provides crucial knowledge on the application of new management practices and trends in the tourism industry While highlighting topics such as service quality culture sensitivity and brand marketing this publication explores the influence of globalization and the methods of sustainable business practices This book is ideally designed for managers hotel directors restaurateurs researchers industry professionals professors and students seeking cutting edge hospitality and tourism management strategies

Work-at-Home Company Listing Volume II S. Marie Surles, 2014-12-22 A reference and sourcebook of work at home company listings This ebook has compiled a listing of telecommuting companies that previously and currently hire people to work from home All contact details are provided and verified as of the book's publication Thousands of professions industries and occupations to choose from including Data Entry Administrative Assistant Virtual Assistants Legal Transcription Medical Transcription Customer Service Reps Freelance Writers Proofreaders Editors Translators Telemarketers and Online Tutors HEA Employment com is a work at home job listing service Our website offers job seekers access to thousands of available work at home job opportunities Over the years we compiled a listing of thousands of legitimate telecommuting companies that hire telecommuters and virtual assistants The companies listed in this ebook are currently hiring or have hired people to work from home in the past The companies accept resumes for current and future job openings HEA Employment com has the most comprehensive work at home job database on the Internet today with access to 1000's of work at home jobs and home based business opportunities from over 1 000 job boards all on one site From part time and temporary to full time and permanent every type of job is included You can select when you want to work how much you want to work and how much you want to be paid Get both volumes for a complete listing **Tourism Research Methods** Brent W. Ritchie, Peter M.

Burns, Catherine A. Palmer, 2005-01-01 This book aims to move beyond the business social science debate by highlighting the diversity and richness of tourism research via case studies that cross the quantitative and qualitative divide A key feature of the book is the integration of theory with practice It considers a wide range of research issues approaches and techniques and includes contributions from both experienced and new researchers *Performance Management Success* Anthony L. Barth, Wiaan de Beer, 2017-10-24 This book provides managers leaders and practitioners with a dynamic framework that links several variables associated with performance management which can be applied across organizations and industries worldwide Based on empirical evidence and experiences this book provides a critical understanding of the interrelationship of organizational culture with performance management process PMP planning and implementation The elements of the framework are approached from a macro level view and are balanced with conciseness and realism based on applied success studies making this book a valuable educational training and development resource tool for leaders and managers at all levels The topic of performance in organizations is like the weather everyone likes to talk about it but few understand what is truly happening or understand why Individuals and organizations are no different when it comes to performance regardless of performance level of focus individual team unit or organization wide Teams and organizations often miss opportunities to not only improve performance but also leverage and sustain high performance Organizational performance organizational culture and organizational success are interrelated and should reinforce one another This can be achieved through an effective performance management process PMP that lives functions and thrives at multiple levels within institutions This book will help organizations and institutions achieve performance management success by identifying common elements along with some patterned variation that are applicable to a successful PMP Featuring hands on resource reference tools for immediate use and application this book is useful for leaders managers scholars students and policy makers in management leadership and organizational culture *Higher Education: Handbook of Theory and Research* Michael B. Paulsen, Laura W. Perna, 2019-04-02 Published annually since 1985 the Handbook series provides a compendium of thorough and integrative literature reviews on a diverse array of topics of interest to the higher education scholarly and policy communities Each chapter provides a comprehensive review of research findings on a selected topic critiques the research literature in terms of its conceptual and methodological rigor and sets forth an agenda for future research intended to advance knowledge on the chosen topic The Handbook focuses on a comprehensive set of central areas of study in higher education that encompasses the salient dimensions of scholarly and policy inquiries undertaken in the international higher education community Each annual volume contains chapters on such diverse topics as research on college students and faculty organization and administration curriculum and instruction policy diversity issues economics and finance history and philosophy community colleges advances in research methodology and more The series is fortunate to have attracted annual contributions from distinguished scholars throughout the world **The Richer Way** Julian Richer, 2017-11-09 In 1978 Julian Richer then aged

just nineteen opened his first shop near London Bridge For over twenty years this shop has been listed in the Guinness Book of Records as having the highest sales per square foot of any retail outlet in the world and the company as a whole with its fifty three stores nationwide and huge online presence has become Britain s favourite retailer of TV and hi fi equipment What lies behind this extraordinary success For Julian the answer is simple throughout his career he has focussed relentlessly on putting people both staff and customers right at the centre of his business And in *The Richer Way* he offers a supremely practical guide to how others can follow suit He explains how to motivate employees and measure their progress He establishes how to balance company discipline with individual autonomy He explores what customer service should really involve Above all he points the way to creating an open friendly and flexible culture that will not only attract the best people but also offer the greatest chance of business success Packed with straightforward common sense advice *The Richer Way* will prove essential reading for all organisations whatever their nature and size

The SAGE Encyclopedia of Quality and the Service Economy Su Mi Dahlgaard-Park, 2015-05-29 Society globally has entered into what might be called the service economy Services now constitute the largest share of GDP in most countries and provide the major source of employment in both developed and developing countries Services permeate all aspects of peoples lives and are becoming inseparable from most aspects of economic activity Quality management has been a dominating managerial practice since World War II With quality management initially associated with manufacturing industries one might assume the relevance of quality management might decrease with the emergence of the service economy To the contrary the emergence of the service economy strengthened the importance of quality issues which no longer are associated only with manufacturing industries but are increasingly applied in all service sectors as well Today we talk not only about product or service quality but have even expanded the framework of quality to quality of life and quality of environment Thus quality and services have emerged in parallel as closely interrelated fields The Encyclopedia of Quality and the Service Economy explores such relevant questions as What are the characteristics nature and definitions of quality and services How do we define quality of products quality of services or quality of life How are services distinguished from goods How do we measure various aspects of quality and services How can products and service quality be managed most effectively and efficiently What is the role of customers in creation of values These questions and more are explored within the pages of this two volume A to Z reference work

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