

Retail Mystery Shopper Checklist



Location / Asset(s): _____

Date: _____

Assigned To: _____

Checklist Score: _____

Signed By: _____

✓	✗	N/A	Retail Store Area
			Was the parking lot clean and free of waste?
			Was the entrance of the store clean and well maintained?
			Was the signage in the store clearly visible and undamaged?
			Was the store floor clean and free from hazards?
			Were merchandise shelves organized and stocked?
			Could you find your size in everything you wanted?
			Was the restroom clean and well maintained?
			Was security personnel and equipment functioning?
			Was the store crowded?

✓	✗	N/A	Retail Staff Behavior
			Were you greeted upon entering the store?
			Were you asked if you have shopped here before?
			Were you asked if you needed help finding something?
			Did the employee tell you their name in case you need something?
			Did the team member smile and make you feel welcome?
			Did you have to wait at the checkout counter?
			Did the cashier ask if you found everything you wanted?
			If you could not find an item or size, did the staff help you order the item?
			Did the cashier ask if you qualify for military or other discount?
			Did the cashier mention the loyalty / rewards program?
			If not currently a member, did the cashier ask you to join?
			Did the cashier clearly explain the benefits of joining the rewards program?
			Did the cashier alert you of upcoming events and specials?
			Did the cashier thank you for shopping with us?

Mystery Shopping Checklist

Joacim Rocklöv

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the name bar.

Mystery Shopping Checklist:

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

Marketing Your Clinical Practice Neil Baum,Gretchen Henkel,2010-10-22 This essential resource provides readers with the plans and real examples to market and grow a successful practice The guide is filled with practical marketing tips and strategies based around the five components of a successful practice

No Mystery Anymore Lisa Donahoo,2013-02 No Mystery Anymore A No Frills Guide to Mystery Shopping is a book that's designed to shed light on the world of mystery shopping By listing markets and helpful resources this book will allow readers the opportunity to find out how they can fit into the mystery shopping industry Mystery shopping is a market that allows a person to work for themselves while also being guided by a larger company It's a job that is valuable no matter what the economic outlook may be And with the expansion of the economy today businesses need mystery shoppers now more than ever to make sure new employees are doing their work well

Mystery Shopping Made Simple Ilisha Newhouse,2004-04-28 How to earn good money by shopping dining out and more Cover subtitle *Contemporary Case Studies on Fashion Production, Marketing and Operations* Pui-Sze Chow,Chun-Hung Chiu,Amy C. Y. Yip,Ailie K. Y. Tang,2017-12-04 This book adopts a case study based research approach to examine the contemporary issues in the fashion industry It documents real world practices in fashion business from production marketing to operations Founded on an extensive review of literature these case studies discuss the challenges that are pertinent to the current business environment in this important industry provide benchmarks and generate insights to practitioners as well as suggest future directions to researchers The book serves as a nexus of the theories and the industrial practices that advances knowledge for both the academia and the private sector in fashion business

Customer Care Sarah Cook,1997 As competitiveness increases many organisations have realised that they cannot compete on price alone and have developed strategies for providing superior customer service In this book Sarah Cook provides a comprehensive action plan

Tourism Research Methods Brent W. Ritchie,Peter Burns,Catherine Palmer,2005 Within the tourism industry there is a growing consensus on the need for research to investigate the economic social and environmental impacts of tourism However existing research methods texts are based solely on either the business approach or the social science approach to tourism They often fail to provide real world examples of how to plan implement or analyse tourism related research This book aims to address this divide by integrating theory with practice through the inclusion of specific tourism research case studies alongside research theory It considers a wide range of research issues approaches and techniques with contributions from both experienced and new researchers

401 Killer Marketing Tactics to Maximize Profits, Increase Sales and Stomp Your Competition Tom Feltenstein,2004-12-21 Surefire down and dirty guerrilla marketing tactics for businesses of all sizes Lottery ticket giveaways

discounts for customers who rip competitors ads out of the yellow pages paying people to picket your store with signs proclaiming your low prices and great service These are just three of the hundreds of cheap surefire marketing tactics contained in 401 Killer Marketing Tactics to Increase Sales Maximize Profits and Stomp Your Competition Expert Tom Feltenstein arms you with a veritable encyclopedia of tested in the trenches marketing and promotional solutions This fully revised and updated edition of Feltenstein s acclaimed guide features Real world examples from dozens of Feltenstein clients including Disney Ben and Jerry s Texaco Coca Cola Hyatt and more An encyclopedia format designed for ready reference A different idea on each page and how to make it happen *Employment and Training Reporter* ,2003 *Builder* ,1997

The Armchair Detective ,1992 **Customer Service** Paul R. Timm,2001 Annotation This practical real world book presents the skills essential for success in customer service It brings together a wealth of the best information from professional books and academic textbooks and the authors broad consulting experience Includes information on making optimum use of the Internet as a customer service professional A clear usable process is employed for developing the skills attitudes and thinking patterns needed to win customer satisfaction and loyalty The process helps the reader develop a heightened awareness of challenges and opportunities tools for dealing with unhappy customers using the power of customer expectations and creating loyalty the ability to lead expand and empower the service process *Library + Information Update* ,2008 *Mobius* ,1991 **Celebrate Customer Service** Rick Crandall,1998-11 If everyone acknowledges the importance of customer service why is service so bad in practice This book starts with proof that providing great service is your customers is worth a lot to you while providing merely good service is worth little Market Watch ,1981 The Essential Guide to Mystery Shopping PamInCa,2009 A step by step guide to starting performing and reporting mystery shops this resource provides legitimate lists of companies that do not charge mystery shoppers to work for them Web sites company expectations and other valuable information **Franchising For Dummies** Dave Thomas,Michael Seid,2000-06-02 Entrepreneurs eager to capitalize on the fast growing franchising market can find everything they need to know in this definitive guide to all types of franchises by Wendy s International founder Illustrations cheatsheet

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