

From: Mark Sancho <mark@secretshoppercenter.net>

Date: May 7, 2015 at 8:37:25 PM EDT

Subject: CONFIRMATION

Dear Shopper,

MYSTERY SHOPPER BRIEF

Our clients are the best in their sector and want to learn how well their sales and service staff are representing their business. The most successful way to reliably test this is to use one of our team to rate how well they do, known as a mystery shopper. That is why we are giving you this opportunity.

You will need to be conscientious, articulate and be able to recognize great service. There are no hidden fees, there's no catch. You can earn money doing something you probably love anyway.

Sights on Service Inc Mystery Shoppers

*Sights on Service Inc Mystery Shoppers are honest, confident, extremely reliable, able to meet deadlines and fill in forms accurately.

*Sights on Service Inc Mystery Shoppers look upon Mystery Shopping as an opportunity to help improve service levels at the places they like to frequent.

*Sights on Service Inc Mystery Shoppers take personal satisfaction in watching service levels rise knowing that they played an instrumental part in that improvement.

*Sights on Service Inc Mystery Shoppers know the importance of following directions, they read and follow each client's evaluation criteria to the letter.

Assignment length

Each assignment brief will detail the expected time scale so please read through carefully and allow enough time for your visit.

READ

It is vital that you read and understand the brief.

The brief details how the assignment must be completed.

It is crucial that you remember these details fully as each client has different reports.

Clients needs change so please refer to the brief every time you conduct a Mystery Shop in case details have changed.

Relax, act normally, and do not draw attention to yourself.

Take notes as soon as possible so that you can complete your evaluation form.

FIRST ASSIGNMENT

Your first assignment package will be delivered to your address via USPS next week. Each assignment is different but normally involves assessing staff performance, customer service, cleanliness etc. Our clients want to ensure that the company standards they set are adhered to and the customer experiences the best service possible. Clients use the feedback to assist in developing the customer service standards and training for their staff.

CONFIRMATION

It is important that you confirm receipt of this memo to authorize us send your assignment package

Best Regards,
mark t sancho
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