You Are The Difference

Customer Service Mystery Shopper Report

Mystery Shopper ID:

Centre:	**Time:**
Store:	**Weather:**
Date:	**Shop floor Activity:**

REALM
RETAIL PROPERTY ASSET MANAGEMENT

Observations

** Techniques from the book 'Just Looking Thanks!' by Alf Dunbar*

Greeting - ☐ Greeted ☐ Eye Contact ☐ Smile ☐ Body language *p55		/20
Comments:		
Approach - Approached by a sales adviser after giving off an approach signal. (when Available) *p61		/20
Comments:		
Perfect Partners - A complementary product suggested after purchase. *p65		/20
Comments:		
The Close - Asked the 'NEED' question? at the end of the sale. *p67		/20
Comments:		
Fab 5- at the Till: 4% each / 5% each if no queue. *p75		/20
Greeted:	☐	**Result**
Thanked for waiting:	☐	
Positive comment:	☐	
Packed well:	☐	100%
Thanked and said goodbye:	☐	

Atmosphere In Store ☐ Excellent ☐ Good ☐ Poor ☐ Neutral

Comments:

Support line tel: 07951400055
www.youarethedifference.co.uk

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Coaching and Motivation