



YOUR COMPETITION IS DOING IT - CAN YOU AFFORD TO BE LEFT BEHIND !!

We offer an inexpensive solution to gauging the real service your establishment offers allowing you to compare this with your original vision for the business so that you can adjust or fine tune as the case may be.

Our mystery shoppers will visit your establishments anonymously and give feedback on The Quality of the Product – Implementation of Service Standards – Cleanliness and Presentation – Customer Service – Staff Attitude and Behavior

WHY HAVE A MYSTERY SHOP?

Based on your standards & procedures, our secret shoppers audit issues such as:



- Location appearance and accessibility;
- Cleanliness & tidiness of shelving;
- Adequate stocks of each product on shelving;
- All items priced or pricing clearly shown for each item stocked;
- Ease to call for assistance while looking at shelved stocks;
- Staff acknowledgement/Greeting;
- Staff Appearance;
- The ways staff identifies with Clients;
- Sales techniques and speed of service;
- Adherence to company standards including cash handling practices;
- Shopping experience as a whole;
- Give Suggestions.



This will enable you to assess your vision against reality and act to:

- Correct and motivate staff
- Drive sales upwards
- Streamline your business
- Assess your brands & displays
- Reduce complaints

Our Internationally proven on-line software allows us to present our findings in a clear and detailed fashion within a short space of time. This allows you to get a clear picture quickly and act accordingly. The software program is so flexible that questions can be as varied as need be and these can be added to, changed and varied to give you insight into the various questions at the pressing of a button. The marks allocated by the system highlights strengths and weaknesses and allows for comparison between different services or aspects, historical comparison, and even formation of league tables between different outlet sections if you so wish. Equally, subsequent reports will measure the effects of action you might have taken following the last inspection, and they will serve as confirmation that your staff are the right ones and that the business is on course for bigger and better things.

Contact us on stef@mhcsmalta.com to request an appointment to further discuss your requirements and to send you a proposal.

Our fees are down to earth and will include:

- 1. The preparation of the checklists**
- 2. Assessor's Fees**
- 3. The Audit**
- 4. Pre and post audit assessor's briefings**
- 5. Post Audit Report.**

We recommend a minimum of 1 audit per outlet every alternate month for the effective monitoring and comparison of standards.