

# **MYSTERY SHOPPING SERVICES**

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**Mystery Shopping is a form of data collection, where an undercover operative poses as a customer, in order to evaluate and objectively gather information, in regards to the customer service, general policies and overall procedures of a business.**

**An effective Mystery Shopping program will help reduce the costs of losing customers by helping to develop plans and, to retain your existing customers and produce new customers while gaining a competitive advantage. We utilize a staff of trained professionals who conduct "Shops" across the globe.**

**Our undercover operatives can "Shop" the following industries :  
Apartment Complexes, Appliance/Stereo, Auto Dealerships, Auto Parts (supply), Banks-(financial management), Banks-(teller and new accounts), Call Centers, Casinos, Cell Phone Agents, Clothing Stores, Convenience Stores, Cruise Lines, Department / Retail Stores, Electronic Stores, Family Dining, Fast Food Restaurants, Fine Dining, Florists, Gas Stations, Grocery Stores, Hardware Stores, Health-Care Facilities, Hotels, Hotels-5\*, Loss Prevention , Movie Theaters, Music Stores, Night Club (entertainment), Office Supplies, Pet Stores, Quick Lube, Specialty Shops, Telemarketing Firms, Theme Parks, Toy Stores, Travel Agencies.....**

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