



CYBIZ SOLUTIONS



ABOUT US

Cybiz solutions Pvt. Ltd. is a group of companies established in the year 2009 as a parent company called Famelogics. The organization, which thrives on a group of young minds, has seen phenomenal growth in the recent years under the guidance of a strong mentor. Evolution within the organization has been colossal and highly beneficial to the overall performance of the business. The steady progress of employees within the organization has empowered them to not only envision a better tomorrow, but also build a path to achieve it.

Cybiz solutions believes that only individuals with hands-on experience in a specific field should qualify as a Transformational Trainer. For that reason, Cybiz solutions hires Industry Experts, who are successful professionals with immense knowledge in their areas of expertise.

Our commitment to provide quality and reliable service, and our persistent attempts to ensure customer centric services has enabled Cybiz solutions to carve a niche for itself in this industry. Combining experience and innovative technology we provide end to end solutions aimed at improving your internal security, mitigating threats of corporate espionage and reducing vulnerability.

Vision

Cybiz solutions understands that business value cannot be achieved through technology alone. It starts with people: experts working together to get to the heart of your individual business objectives and develop the most adapted solutions to fit these requirements.

Mission

Our Mission is transforming and empowering individuals from all walks of life by creating a platform to reach out to them.



Mystery Shopping Survey Proposal for Grooms Wedding Hub

Objective:

To evaluate the **customer service experience**, **billing accuracy**, and **compliance with brand standards** across all **19 Grooms Wedding Hub showrooms** in Kerala through a professionally executed **Mystery Shopping Survey**.

Evaluation Criteria:

Each showroom will be assessed based on the following:

1. Customer Service Experience

- Warmth and greeting by sales staff
- Willingness to assist and understand the customer
- Product knowledge and recommendation skill
- Politeness, grooming, and overall interaction quality

2. Staff Identification & Presentation

- Staff wearing **correct uniforms**
- Proper display of **ID cards**
- Personal hygiene and professionalism

3. Showroom Cleanliness & Organization

- Cleanliness and tidiness of the premises
- Proper arrangement of products and trial rooms
- Display aesthetics and showroom ambiance

4. Billing Process & Discrepancies

- Transparency and clarity in billing
- Accurate entry of purchased items
- Unexpected or hidden charges (if any)
- Receipt issuance and billing explanation
- Detection of **any billing discrepancies**



5. Brand SOP Adherence

- Consistency across all branches
- Compliance with Grooms Wedding Hub brand guidelines
- Use of branded packaging or tags
- Quality of customer assistance and follow-up

6. Additional Observations

- Unique strengths or service gaps
- Overall satisfaction level of the customer
- Suggestions for improvement

Methodology:

- A trained mystery shopper will visit each outlet in person, simulating a genuine customer experience.
- Additionally, mystery shoppers will make **test calls to branches and customer care** to evaluate phone etiquette and support quality.
- Reports will include qualitative and quantitative findings.

Deliverables:

- **Individual report** for each showroom
- **Photographic evidence** (where feasible)
- **Summary dashboard** comparing all showrooms
- **Key insights and recommendations**
- **Call recordings of:**
 - Customer care interactions
 - Branch-level telephone responses

Project Scope:

- **Number of Showrooms:** 19
 - **Location:** Across Kerala
 - **Survey Duration:** To be completed within **21 days**
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Pricing:

- **Cost per Showroom:** ₹2,250
 - **Total for 19 Showrooms:** ₹42,750
 - **GST (18%):** ₹7,695
 - **Grand Total (Including GST): ₹50,445**
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Payment Terms:

- **Advance Payment:** ₹10,000 before project launch
 - **Second Payment (Midpoint):** ₹20,225 after completion of 50% of the visits
 - **Final Payment:** ₹20,220 upon completion of all visits and delivery of full report
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Why Choose Us:

- Specialized in **mystery audits and customer experience evaluation**
 - Professional team with retail and service sector experience
 - Focused on actionable results to **enhance your brand's consistency**
 - Includes both **in-store and telephonic audit coverage**
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Entire south India is feasible for us with all the remote areas

SOUTH INDIA NETWORK

Andhra Pradesh

Telungana

Karnataka

Tamil Nadu

Kerala

Contact details:

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