# Mystery Shopped. Mystery Solved.

**NAME:**

**ADDRESS:**

**PHONE NUMBER:**

**SURVEY FORM – BANK**

Bank Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Day & Date of Visit\_\_\_\_\_\_\_\_\_\_\_\_\_\_Time of Visit\_\_\_\_\_\_\_\_\_\_\_

**Name or Description of teller\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. How long it took you to get service?

2. Ambiance/Outlook of the bank?

3. Willingness of the attendant?

4. Customer service professionalism?

5. Reaction of personnel under pressure?

6. How fast did the cashier cash the check at your bank?

**SURVEY FORM – APPLE STORE**

Store Name\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_

Day & Date of Visit\_\_\_\_\_\_\_\_\_\_\_\_\_\_Time of Visit\_\_\_\_\_\_\_\_\_\_\_

Name or Description of Store Clerk\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**RATE WITH:Needs Improvement,Goodand Excellent**

**Store Appearance**

1. Was the store’s outside appearance attractive ?

2. Was the window display inviting and attractive?

3. Did the outside appear to be clean – clear sidewalks, clean windows and doors, etc.?

4. Was the store’s inside clean and attractive?

5. Was the store easy to shop and well-organized?

6. How did you feel about the overall appearance of the store?

Comments:

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**Store Clerk**

1. Were you promptly greeted?

2. Was the greeting friendly & professional?

3. Did the store clerk ask good questions to find out what you were looking for?

4. Was the store clerk knowledgeable about the merchandise?

5. Was the employee’s appearance appropriate to the nature of the store?

6. Was the checkout experience positive?

7. Did the store clerk thank you upon completion of your purchase?

8. What was your overall experience with the staff in the store?

Comments:

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**MERCHANDISE**

1. How would you rate your first impression of the store?

2. Was the store merchandise arranged in an orderly & neat manner?

3. Was the merchandise fresh & inviting?

4. Was product priced and easy to read?

5. What is your overall opinion of the merchandise selection?

**Comments:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Was the overall shopping experience enjoyable, leaving you

with a desire to return?

3. What was your total dollars spent?\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. Were the stores hours convenient to shop?\_\_\_\_\_Yes\_\_\_\_\_No

***Please return this form using the same format, Thank you for taking the time to participate in Shopper Program.***

**Best Regards,**

**Tom Corboline**

**Candidate Recruitment**

**Team Secret Shopper**

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