

Mystery shopper report card

Practice name: _____
Location: _____
Date: _____
Shopper's name: _____
Services sought: _____
Veterinarian seen: _____
Services rendered: _____ Fee: \$ _____
_____ Fee: \$ _____
_____ Fee: \$ _____

Appearances

What were your impressions of the exterior of the practice, including the sign and parking lot?

When you entered the practice, were you greeted by a receptionist? Yes No

Were staff members wearing uniforms? Yes No

Did staff members wear name badges? Yes No

Did the following employees' appearances seem professional?

Receptionists: Yes No

Technicians: Yes No

Veterinarians: Yes No

Practice manager: Yes No

Was the inside of the practice:

Clean and orderly Untidy but overall clean
 Dirty and smelly

Comments: _____

Client service

When you made your appointment, how were you treated on the telephone?

On-site, the staff members' attitudes were:

Friendly and helpful
 Nice enough, but distracted
 Unfriendly and unhelpful

The doctor's attitude was:

Professional and compassionate
 Professional, but hurried
 Unprofessional, but compassionate
 Unprofessional and hurried

Did you have to wait to be seen? Yes No

If so, how long? Five minutes or less Six to 10 minutes
 11 to 15 minutes More than 15 minutes

Did team members talk to you about other services, vaccinations, and preventive care your pet may have needed? Yes No

Did the staff call you by name? Yes No

Did the staff call your pet by name? Yes No

Was a technician or assistant in the exam room? Yes No

Comments: _____

Client education

Did the doctor use a pamphlet or brochure to help explain products and services? Yes No

Did he or she use videos? Yes No

Did you receive an exam room report card? Yes No

Did the doctor ask if you had any questions or concerns before he or she reached for the door to leave? Yes No

Comments: _____

Overall

What were the practice's best aspects? _____

What were the practice's weakest aspects? _____

On a scale of one to 10, with 10 being the highest, how did the practice rate? 1 2 3 4 5 6 7 8 9 10

Why? _____

How could the practice be improved? _____

Spa Mystery Shopper Questionnaire Template

Judd E. Hollander

Spa Mystery Shopper Questionnaire Template:

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Mystery Shopping Made Simple Ilisa Newhouse,2004-04-28 How to earn good money by shopping dining out and more Cover subtitle **International Spa Management** Sarah Rawlinson,Tim Heap,2017-02-28 a sound and though guide for all future spa managers looking at all aspects on the successful running of a spa facility Divided into four parts it discusses the following The spa industry The spa consumer The business of spas Future directions **Spa, Salon & Health Club Selling Skills** Gerard Assey, If you could drastically increase the value of each customer s visit to your Spa Salon or Health Club by 60% or more Yes certainly more how would that impact your business s profitability To be brutally honest sadly most spas salons or health clubs LOSE that amount every time a customer walks out of their door Salon Marketing has changed considerably over the last few years and so businesses need to embrace these changes to improve the way they sell to their clients without being in fear of doing so Besides the regular services and when successfully done

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Health, Tourism and Hospitality Melanie Smith, Laszlo

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