



Mystery shopping with **MMysteryShop™**.

Your front line team is the face of your business and as the manager or owner you count on them representing your business in a professional, friendly manner that fills the customer with trust and confidence.

All front line staff need training, regardless of the natural talents they might have in dealing with customers, because your customer deserves a consistent, professional and friendly service experience.

But how do you know that your customers receive this consistent, high quality service experience? That's where we come in. Let **MMysteryShop™** do your mystery shopping. Let our trained and experienced mystery shoppers act as your customer and tell you what the service was like. This will enable you to provide the training and support your staff deserve to do the best job they can. Your staff will be happy, your customers will be happy and your business will thrive.



MMResearch™

MMmysteryShop™ - the window to your customer's experience.

You tell us what you want to achieve with **MM**mysteryShop™ and we will prepare (at no cost to you) a detailed proposal that sets out precisely how we are going to do it; what the programme will deliver, the timing of the programme, the analysis, the reporting and the budget. We pay particular attention to the analysis of the fieldwork and reporting the results back to you. We are good at that.

We have access to 250 trained and experienced mystery shoppers nation-wide. They have conducted mystery shopping programmes for the financial services sector, fast food outlets, department stores, pharmacies, hardware chains, clothing stores and supermarkets.

Interested? Please contact us for further information.

The **MM**mysteryShop™ brand is owned by **MM**Research™ - specialists in customer loyalty research.



MMResearch™

0800 667 373

info@mm-research.com

www.mm-research.com