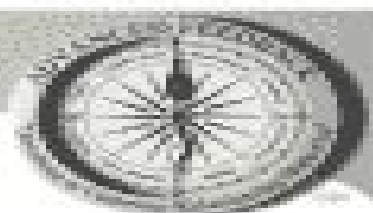


Sample Mystery Shopping Report Summaries (Narrative)



The following are examples of descriptive and objective summaries from well-written mystery shopping reports. The goal is to end up with a play-by-play account from arrival to departure. Note that the vast majority of mystery shopping assignments should not contain subjective comments or feedback in the narrative unless specifically stated or allowed in the instructions.

SAMPLE FITNESS SALON, GYM

I arrived at the fitness center at 8:40 AM. It was 52 degrees outside, and the front doors were propped open. The front entrance and sidewalk in front of the fitness center were clean and well-maintained. The signage was large and visible from the road. There were plenty of parking spaces available.

I entered the fitness center where I was greeted by Sharon. She smiled, made eye contact, and asked how she could help me. I said I was there to find out about what they had to offer. Sharon asked if I had ever been there before, which I had not. She asked if I wanted to go on a tour. I had to fill in my name, phone number, and email address on a guest list before we went out on the tour. Sharon used my name several times during the visit. She asked what my goals were like whether or not I was interested in cardio, weights, or classes. I was interested in everything. Sharon asked if I had specific goals in mind, and then she showed me the pricing chart on the wall.

There were two different prices. The first was \$9.99 each month with a \$39.99 annual fee. I would be entitled to use this facility. The second option was \$19.99 per month with a \$39 annual fee. The second option allowed you to use other facilities, bring a guest, tanning, take classes, and the annual fee was half of the first option. I could cancel at anytime with a 30-day notice. I could suspend my membership if I needed to. Once the membership was suspended, I would not pay the membership dues for those months.

Sharon showed me where the cardio equipment was located and pointed to where the weight machines, free weights, classrooms and locker room were located. The facility was clean. The locker room floor was free from hair, mirrors and sinks were clean, and the showers were clean. There was a class in session, but looking in, it was clean. The fitness center was well-maintained and odor-free. Sharon noted they had to spend 30 minutes at the beginning of every shift walking around and making sure the fitness center was clean. It was clear she took pride in this facility. We walked back to the front counter after the tour was over.

Sharon went over the pricing again. She said they had personal trainers, and she briefly mentioned they had a special price when you joined. The price was \$17.99 per training session, and I would have to pay them when I joined. I could pay \$39.99 or \$19.99 today to join. Today's prices included the annual fee and one month for the membership. I would get a card or I could use my smart phone to check in each time I visited. Sharon offered me a one-day free pass. Sharon thanked me for visiting, and she hoped to see me in soon.

SAMPLE SMALL RETAIL

I arrived and found the store easily. The parking lot was fairly empty so it was easy to find parking. The main doors were open and upon entering, I was immediately struck by the open layout of the store and some attractive house decor that was pleasing to the eye as the entrance was well-staged. There was another solo female shopper who arrived just ahead of me and she was approached quickly by a sales associate, followed closely by Mark, the male sales associate

Sample Mystery Shopper Narrative

G Psacharopoulos



Sample Mystery Shopper Narrative:

The Mystery Shopper's Manual Cathy Stucker, 2004-09 The only book for mystery shoppers endorsed by the Mystery Shopping Providers Association If you are looking for a flexible fun way to make extra money mystery shopping may be for you You can get paid to shop eat in restaurants get your hair cut go to the movies and more and Cathy Stucker will show you how

The Essential Guide to Mystery Shopping PamInCa, 2009 A step by step guide to starting performing and reporting mystery shops this resource provides legitimate lists of companies that do not charge mystery shoppers to work for them Web sites company expectations and other valuable information

Protecting Main Street Paul C. Lubin, 2010-09-13 First Published in 2010 Routledge is an imprint of Taylor Francis an informa company

Managing Hospitality Organizations Robert C. Ford, Michael C. Sturman, 2023-11-21 Managing Hospitality Organizations Achieving Excellence in the Guest Experience Third Edition takes students on a journey through the evolving service industry Each chapter focuses on a core principle of hospitality management and is packed with practical advice examples and cases from some of the best companies in the service sector Authors Robert C Ford and Michael Sturman emphasize the critical importance of focusing on the guest and creating an unforgettable customer experience Whether your students will be managing a neighborhood caf a convention center or a high end resort hotel they will learn invaluable skills for managing the guest experience in today s ultracompetitive environment Included with this title LMS Cartridge Import this title s instructor resources into your school s learning management system LMS and save time Don t use an LMS You can still access all of the same online resources for this title via the password protected Instructor Resource Site

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The Armchair Detective ,1996 *Small Business Cash Flow* Denise O'Berry,2010-12-28 Many small business owners don t understand the importance of maintaining a healthy cash flow More than anything else cash flow determines the success or failure of a small business Small Business Cash Flow covers all the basics of cash flow from selecting a great accountant to keeping money flowing in and out of the business to budgeting and record keeping [2010 Novel & Short Story Writer's Market](#) Alice Pope,2009-07-23 BEST RESOURCE AVAILABLE FOR GETTING YOUR FICTION PUBLISHED For three decades fiction writers have turned to Novel tips from editors and authors on how to get published exercises to improve your craft and more Features devoted to genre writing including romance mystery and speculative fiction And new this year access to all Novel Short Story Writer s Market listings in a searchable online database **The Magic Series Box Set 1: A Paranormal Women's Fiction Fantasy** Coralie Moss,2019-10-24 A once powerful orchard is now a double murder scene Fresh off a divorce Calliope Jones is charged with finding a serial killer But the novice earth witch wants to know how is she supposed to solve a magical crime with a duct taped wand Why would anyone want to hurt the Hidden Folk And why does her dating app keep sending her mountain lion shifters The goddess Iduun is counting on Tanner Marechal to deliver a sacred gift But the druid has an ex lover who s certain the gift is hers and that Tanner is hers to destroy When Tanner and Calliope meet and the ground below his feet stops shaking he needs to know if Calliope will help him solve the murders or will the inquisitive witch cause him even more trouble And could she hold the key that protects his hallowed treasure and

possibly saves his life This Urban Fantasy blends slow burn romance with vibrant world building set in the Salish Sea Get the box set of the Calliope Jones series and receive the bonus novelette Magic Restrained **Fiction Writer's Market, 1982-83** Jean M. Fredette, John Brady, 1982 **The Science Fiction of Poetics and the Avant-Garde Imagination** Michael Golston, 2023-11-19 How the tropes of science fiction infuse and inform avant garde poetics and many other kindred arts This insightful playful monograph from Golston does exactly what it advertises modeling poetics based on how poetry and some parallel artistic endeavors has filtered through a century plus of science fiction This is not a book about science fiction in and of itself but it is a book about the resonances of science fiction tropes and ideas in poetic language The germ of Golston's project is a throwaway line in Robert Smithson's Entropy and the New Monuments about how cinema supplanted nature as inspiration for many of his fellow artists The movies give a ritual pattern to the lives of many artists and this induces a kind of low budget mysticism which keeps them in a perpetual trance Golston charts how the demotic appeal of sci fi much like that of the B movie cross pollinated into poetry and other branches of the avant garde Golston creates what he calls a regular Rube Goldberg machine of a critical apparatus drawing on Walter Benjamin Roman Jakobson and Gilles Deleuze He starts by acknowledging that per the important work of Darko Suvin to situate science fiction critically the genre is premised on cognitive estrangement But he is not interested in the specific nuts and bolts of science fiction as it exists but rather how science fiction has created a model not only for other poets but also for musicians and landscape artists Golston's critical lens moves around quite a bit but he begins with familiar enough subjects Edgar Rice Burroughs Mina Loy William S Burroughs From there he moves into more alien terrain Ed Dorn's long poem Gunslinger the discombobulated work of Clark Coolidge Sun Ra Ornette Coleman and Jimi Hendrix all come under consideration The result of Golston's restless rich scholarship is the first substantial monograph on science fiction and avant garde poetics using Russian Formalism Frankfurt School dialectics and Deleuzian theory to show how the avant garde inherently follows the parameters of sci fi in both theme and form **Focus On: 100 Most Popular 1990s Science Fiction Films** Wikipedia contributors,

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