

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? _____

Hotel Mystery Shopper Checklist

Edwin N. Torres, Tingting Zhang

A red circular graphic with a gradient, appearing as a partial circle or a stylized arrow pointing to the right, located to the right of the authors' names.

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Customer Care Excellence Sarah Cook, 2008 Emphasizing both strategic and practical aspects of customer care this work explains how gaining customer commitment and motivating employees to deliver an excellent service at all of a company's touch points can ensure successful results and satisfied customers

Handbook of Hospitality Operations and IT Peter Jones, 2008 Handbook of Hospitality Operations and IT provides an authoritative resource for critical reviews of research into both operations and IT management Internationally renowned scholars provide in depth essays and explanations of case studies to illustrate how practices and concepts can be applied to the hospitality industry Topics include Theories of operations management involving the processing of materials customers and information The responsibilities of the operations manager quality productivity and innovation The role of the customer in operations management Major aspects of operations and information management in hospitality The depth and coverage of each topic is unprecedented A must read for hospitality researchers and educators students and industry practitioners

Marketing Tourism and Hospitality Richard George, 2025-04-09 This second edition of this comprehensive textbook explores the fundamental principles of marketing applied to tourism and hospitality businesses placing special emphasis on SMEs in the international tourism industry It includes examples from a wide range of destinations from emerging markets to high income countries Taking a comprehensive approach the book covers the whole spectrum of tourism and hospitality marketing including destination marketing marketing research consumer behaviour responsible tourism marketing and digital and social media marketing Practical in focus it gives students the tools techniques and underlying theory required to design and implement successful tourism marketing plans Written in an accessible and user friendly style this entire industry textbook includes case studies drawing on the author's experience and real life examples Revised and expanded throughout it covers Advances in AI robotics and automation Digital marketing electronic customer relationship management eCRM and uses of user generated content UGC New and updated content and discussion questions for self study and to use in class A new chapter on responsible tourism marketing and sustainable approaches to marketing Consumer behaviour in tourism and the effects of climate change and changes in consumer attitudes New trends in tourism and hospitality marketing New in depth real life case studies and industry insights throughout the book Along with key concepts and theory definitions key summaries and discussion questions accompanying online flashcards and PowerPoint slides for lecturers this textbook is ideal for undergraduate and postgraduate students looking for a comprehensive text with a practical orientation

Contemporary Management Approaches to the Global Hospitality and Tourism Industry Pius, Abraham, Alharahsheh, Husam H., Adesanmi, Adenike A., 2020-03-27 The hospitality travel and tourism industries play a major role in citizen wellbeing socio cultural integration and the economic advancement of a nation The industries are increasingly complex in operation demanding excellence across a far reaching and diverse set of capabilities and changes in management practices across the board With

growing expectations for a better service quality from the users and endless calls for value added service managers are under constant pressure to improve their services across all aspects while growing customer numbers to meet various stakeholder expectations Contemporary Management Approaches to the Global Hospitality and Tourism Industry is a key reference source that provides crucial knowledge on the application of new management practices and trends in the tourism industry While highlighting topics such as service quality culture sensitivity and brand marketing this publication explores the influence of globalization and the methods of sustainable business practices This book is ideally designed for managers hotel directors restaurateurs researchers industry professionals professors and students seeking cutting edge hospitality and tourism management strategies

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

Customer Service Marketing Edwin N. Torres, Tingting Zhang, 2022-12-05 This timely book is a comprehensive overview of customer service principles theories and practices It looks at the best practices of service enterprises and the delivery of superior customer service It also includes classic and contemporary theories relating to the consumers managers and their behaviors in organizational setting The book uses real life applications through examples from business enterprises in various service sectors including hotels restaurants theme parks event management airlines cruises e retailers and finance This book covers important concepts in service design and delivery including customer experiences peer to peer services the organization s servicescape quality measurement tools and use of technologies The book also gives insights into consumers including their expectations attitudes emotions word of mouth behaviors and strategies to ensure their loyalty It also looks at developments in service theory and practice which remain relatively unexplored by existing textbooks Filled with real world case studies in various service sectors this textbook will be particularly useful for students in hospitality guest services and services marketing

Hospitality Marketing David Bowie, Francis Buttle, 2013-06-17 This introductory textbook shows you how to apply the principles of marketing within the hospitality industry Written specifically for students taking marketing modules within a hospitality course it contains examples and case studies that show how ideas and concepts can be successfully applied to a real life work situation It

emphasises topical issues such as sustainable marketing corporate social responsibility and relationship marketing It also describes the impact that the internet has had on both marketing and hospitality using a variety of tools including a wide range of internet learning activities Health, Tourism and Hospitality Melanie Smith, Laszlo Puczko, 2014-02-03 Health Tourism and Hospitality Spas Wellness and Medical Travel 2nd Edition takes an in depth and comprehensive look at the growing health wellness and medical tourism sectors in a global context The book analyses the history and development of the industries the way in which they are managed and organised the expanding range of new and innovative products and trends and the marketing of destinations products and services The only book to offer a complete overview and introduction to health tourism and hospitality this 2nd Edition has been updated to include Expanded coverage to the hospitality sector with a particular focus on spa management New content on medical tourism throughout the book to reflect the worldwide growth in medical travel with more and more countries entering this competitive market Updated content to reflect recent issues and trends including ageing population governments encouraging preventative health consumer use of contemporary and alternative therapies self help market impacts of economic recession spa management and customer loyalty New case studies taken from a range of different countries and contexts and focusing on established or new destinations products and services such as conventional medicine complementary and alternative therapies lifestyle based wellness beauty and cosmetics healthy nutrition longevity and anti or active ageing amongst others Written in a user friendly style this is essential reading for students studying health tourism and hospitality AAHOA Lodging Business ,2003 *Customer Care* Sarah Cook, 2000 A comprehensive action plan for developing a quality driven customer care programme Emphasis is placed on strategic aspects while covering the basics such as customer service point of sale speed of delivery follow up and the ethos of total quality management and staff motivation

Embracing the Melody of Expression: An Psychological Symphony within **Hotel Mystery Shopper Checklist**

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