

Variables	Count
Greetings to the customers	1
Following the instructions of the store manager	1
Responding to the queries of the customer	2
Shopping-experience	5
Special-request being fulfilled	0
Voice-tone and politeness	3
Arranged window display and pleasing appearance	1
Attentiveness of the staff in the store	2
Availability of the products	2
CRM (Relationship maintainance)	2
Clean and neat ambiance	2
Collects customer feedback	2
Commitment in the work	3
Courteousness	1
Customer centric approach	1
Customer satisfaction	3
Customer-delight	1
Dealing rough customers	1
Employee knowledge about the products/service	1
Employee communication	1
Employee looks and appearance	1
Employees interest in searching	1
Employees seeking feedback	1
Employees understanding customer's emotions	2
Focus on customer requirements	2
Friendliness	2
Handling tough situation	1
Helpful behavior	1
Honest, truthful, ethical	1
Knowledge	3
Loyalty	3
Phone call kept on hold (time)	2
Product advice	1
Product categories	1
Product information	5
Professional manners	2
Prominent in service	3
Prompt reply	2

Mystery Shopping Checklist

Puja Mehta

A red circular graphic with a gradient, appearing as a stylized arrow or a partial circle, located to the right of the Puja Mehta text bar.

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