



Mystery Shopping Testing Customer Services

What is it?

It's a method of checking the level of service that our staff provide to you, our customers.

Customers are trained to either make phone calls or write letters to Adactus staff on fictitious situations that test our response to given situations. Shoppers may, for example, report a repair or write in to see how a written enquiry is dealt with.



Why is it important?

It provides factual evidence on the level of service that Adactus Housing Group is providing.

It is a report on our service seen wholly from the point of view of you, our customer.

What are the benefits?

You will become empowered to directly assess the service that you receive from Adactus Housing Group.

You will be trained to the highest standard and the skills and experience you gain can be transferred into the employment market.

Ultimately, service levels will be improved!



What next?

An official training session will be held on **Wednesday 20th August**. Spaces will be limited and it is expected that there will be a high demand for places, so we recommend that you reserve your place as early as possible.

Please either complete the form overleaf and send it back to the address provided or call the Resident Involvement Team on **01942 608 715**.

What is involved?

It is envisaged that Mystery Shops will take place two or three times per year on set themes. Mystery Shoppers will either write one or two letters, or make a small number of phone calls to a pre-determined script.

It won't take too much of your time either, perhaps one or two hours for each shop.

On completion of the exercise a report will be produced and an action plan developed to put right any issues highlighted.





adactus



adactus

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Name	
Address	
Telephone	
Email Address	

Please tick one of the following boxes:

I am interested in becoming a Mystery Shopper and would like to register for the training course on 13th August 2008 at Turner House in Leigh.
(Please note that transport and/or childcare costs incurred for the day will be reimbursed)

I am interested in becoming a Mystery Shopper but am unable to attend the training course in August.
(Full training will be provided at a later date)