

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? _____

Secret Shopper Report Sample

Karla Anne Erickson



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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 Topline, Bottom Line: A Simple, Brief, Comprehensive, and Irreverent Writing Guide for Professionals Robert Levine, 2017-11-19 Topline Bottom Line opens by stressing the importance of good writing to business in the Information Age Part One devotes a chapter each to grammar spelling punctuation accuracy of word choice the impact of word choice on writing s tone or style structuring sentences and paragraphs organizing documents and the composition process Part Two presents strategies for the most common types of business writing resum s and cover letters other correspondence company newsletter articles descriptive writing like instructions and job descriptions expository writing such as project reports and employee reviews and persuasive writing like proposals The conclusion asserts that words convey information as definitively as numbers requiring an equal level of precision in their use it also counsels that writing is an art not a science because only the unique circumstances of each writing situation determine what works best for that situation **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 *Achieving Service Excellence: Strategies for Healthcare, Second Edition* Myron D. Fottler, Robert C. Ford, Cherrill P. Heaton, 2009-12-01 Information about customer service hits and misses is now more accessible to healthcare consumers Outstanding healthcare organizations set the bar at a high level for both clinical and service excellence Customers who are armed with information and aware of their options are choosing providers they believe are ready willing and able to provide the superior experience they expect This book offers a blueprint for successfully competing in today s competitive healthcare marketplace It presents the theories methods and techniques behind delivering an excellent healthcare experience through strategy staffing and systems Each chapter explores a service principle and provides numerous real world examples and current research findings Among the many topics discussed are creating a patient centered environment building a culture in which customers are treated like guests training motivating

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Protecting Taxpayers from Incompetent and Unethical Return Preparers United States. Congress. Senate. Committee on Finance,2014

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Paid to Care Karla Anne Erickson,2004 **The Rooms Chronicle** ,2004 Group Practice Journal ,1997 Mystery Shopping James Poynter,1996-09 *Mystery Shopping* James M. Poynter,Jim Poynter,2000-03 Assessment Practice in Student Affairs John H. Schuh,M. Lee Upcraft,2001 When Assessment in Student Affairs was first published in 1996 readers found a practical context for viewing the power of assessment across the domain of student services Since then John H Schuh and M Lee Upcraft have received numerous requests for more specific guidance to assessing and communicating the value of student affairs This manual continues the work begun in their earlier book and provides a full range of tools for conducting effective assessments The authors begin with an overview of the assessment process and then detail a range of methodologies approaches and issues explaining how to use them and when to recruit expertise from other campus sources Drawing from the latest practice and a wealth of case studies they discuss Qualitative assessment including how to conduct focus groups Quantitative assessment including how to select and design instruments Data collection and analysis including mailed questionnaires telephone surveys and Web based surveys Assessing diverse needs satisfaction outcomes environments cost effectiveness and accreditation Specialized assessment studies including how to review dropouts graduates academic success and group educational programs Select programs in student services including first year programs recreation programs financial aid admissions residence halls college unions health services career services counseling services judicial affairs and Greek life Organizational and ethical approaches to assessment

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for effecting successful change centered around three guiding principles conveying the message through supervisors
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Marchand,William J. Kettinger,John D. Rollins,2001-03-30 Based on a two year research project involving 1 009 senior
managers from over 100 companies representing 22 countries and 25 industries discusses how managers see measure and
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