



# General Mystery Shopper Checklist

conducted for

## Crown Mountains Spa

**Location**

1604 Levi St, Victoria, TX 77901, USA

**Conducted on**

13 Aug 2018 03:19 PM

**Prepared by**

Belinda Mendez

**Completed on**



13 Aug 2018 03:27 PM

**Score**

42/58.0 - 72.41%



## Failed Responses

This section lists responses that were set as "failed responses" in the template used for this audit

Question	Response	Details
There were visible signs that directed me to the entrance.	No	There were no signs. All you need to do is to ask someone to direct you to their main lobby.
 <p>Appendix 2</p>		
Was the resource staff member wearing a name badge?	No	Does not have name badges and did not introduce their selves.
 <p>Appendix 4</p>		
Did the resource staff member ask you to complete a sign-in sheet and/or register with a customer registration system?	No	They did not provide me anything to enter my name
Are you satisfied with the waiting time when you asked for help?	No	I asked them where to leave my valuables. They have lockers but they should've offered it not me asking for it. Then it took them 6 minute
Level of knowledge	Not Satisfied	They were not able to explain well the services and the different massage
How well he/she explained things in a clear manner?	Not Satisfied	It was a bit vague. She even asked her colleague about the specific purpose of the massage type.
How well was the question was answered?	Not Satisfied	Just told me about the massage type but no other details about it. She offered Thai massage which does not make use of any oil. In the first place I asked for any service with oil. She might overheard it.

Question	Response	Details
Staff's knowledge about services	Not Satisfied	

## Audit - 42/58 72.41%

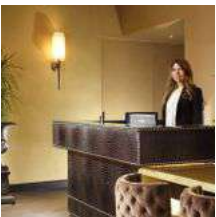
Question	Response	Details
<b>General Questions</b>		Score (14/18) 77.78%
(Upon arrival) Please indicate whether the following statements are true:		
There is adequate parking near the building.	Yes	sufficient parking space
 <p>Appendix 1</p>		
I easily located the suite or room.	Yes	
There were visible signs that directed me to the entrance.	No	There were no signs. All you need to do is to ask someone to direct you to their main lobby.
 <p>Appendix 2</p>		

Question	Response	Details
----------	----------	---------

REFERENCE: Visible entrance signs  
 [This is an example of how you can use iAuditor to include best practice reference images in your templates to assist with inspections]




Building was easy to find.	Yes	
Upon entering, was the reception area/information center welcoming?	Yes	
Was there a receptionist/staff person present?	Yes	




Appendix 3

Did the receptionist/staff person greet you?	Yes	
Did the receptionist/staff person:		
Make eye contact with you?	Yes	
Ask how he/she could help you?	Yes	

Question	Response	Details
Direct you to where you needed to go?	Yes	
Is the receptionist/staff person friendly?	Yes	
Was there a resource staff member present?	Yes	
Was the resource staff member wearing a name badge?	No	Does not have name badges and did not introduce their selves.
 <p>Appendix 4</p>		
Did the resource staff member ask you to complete a sign-in sheet and/or register with a customer registration system?	No	They did not provide me anything to enter my name
Are you satisfied with the waiting time when you asked for help?	No	I asked them where to leave my valuables. They have lockers but they should've offered it not me asking for it. Then it took them 6 minute
Please indicate whether the following statements are true about your interaction with the resource staff member:		
He/she gave me an overview of available services?	Yes	
He/she offered special promos? was there an upsell?	Yes	
He/she followed up and asked if I had questions?	Yes	
<b>Rate the Staff Member/s</b>		Score (15/24) 62.50%
Please rate the resource staff member on the following service attributes:		
Attentiveness	Satisfied	
Availability	Satisfied	
Courteousness	Excellent	
Friendliness	Excellent	

Question	Response	Details
Helpfulness	Excellent	
Level of knowledge	Not Satisfied	They were not able to explain well the services and the different massage
Professional appearance	Excellent	
Professional behavior	Excellent	
How well he/she made me feel comfortable?	Satisfied	
How well he/she explained things in a clear manner?	Not Satisfied	It was a bit vague. She even asked her colleague about the specific purpose of the massage type.
How well he/she treated me with respect?	Excellent	
How well was the question was answered?	Not Satisfied	Just told me about the massage type but no other details about it. She offered Thai massage which does not make use of any oil. In the first place I asked for any service with oil. She might overheard it.
<b>Services</b>		Score (5/8) 62.50%
After spending time in the store/shop and using the services offered, please indicate how satisfied or dissatisfied you were with the following service aspects:		
Staff's knowledge about services	Not Satisfied	
Staff's knowledge about pricing	Satisfied	
How was the waiting time before you received the service?	Excellent	
How was the service?	Excellent	
<b>Environment</b>		Score (8/8) 100.00%
Please rate the shop/center on the following:		
Visual appeal	Excellent	
Welcoming environment	Excellent	
How well it was organized	Excellent	
Comprehensiveness to serve as an office in which to conduct a job search	Excellent	

Question	Response	Details	
<b>Overall Impression</b>			
What was your overall impression of the shop/store/center?	The center was a very relaxing place to have your spa. I am satisfied with the place but not really with the services. All staff should be good in explaining their services.		
What specifically was done well or impressed you? (Please list specific examples.)	<ol style="list-style-type: none"> <li>1. Their friendliness and the way they accompany me.</li> <li>2. Environment is rejuvenating.</li> <li>3. Good Massage.</li> </ol>		
What could be considered opportunities for improvement? (Please list specific examples.)	Service or product knowledge		
Do you have anything else you'd like to add, including any clarifications of previous responses?	None		
<b>Completion</b>			
Full Name and Signature of Respondent	Belinda Mendez		



# Media



Appendix 1



Appendix 2



Appendix 3



Appendix 4