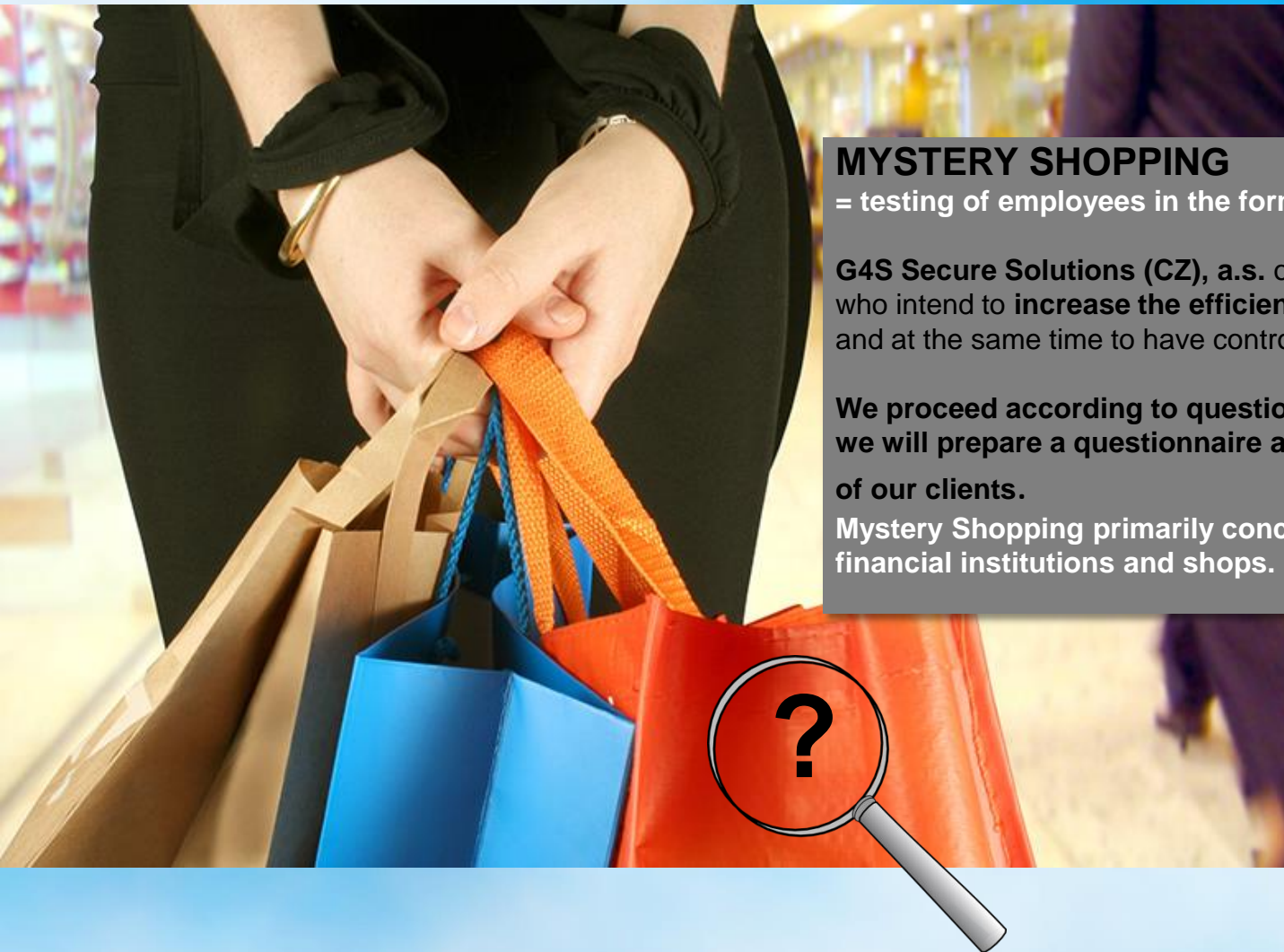


MYSTERY SHOPPING



MYSTERY SHOPPING

= testing of employees in the form of secret purchase of services

G4S Secure Solutions (CZ), a.s. offer this service to **business partners**, who intend to **increase the efficiency of their employees** and at the same time to have control over **observing the trade mark standards.**

We proceed according to questionnaires which a client submits or we will prepare a questionnaire according to the current requirements of our clients.

Mystery Shopping primarily concentrates on two groups of entities: financial institutions and shops.

MYSTERY SHOPPING

The outputs can also be used as an evaluation criterion and included into the employees' KPI.



FOCUSED ON A BANK SECTOR PRINCIPLE FOR A TEST VISIT

- » A person performing the test visit, **behaves in a completely natural way, as a common client of the bank.**
- » **Clothes and conduct of the person** performing the test purchase **correspond to the financial situation of the client and the bank services required.**
- » The person performing the test purchase is **well educated or knowledgeable in the area of economics**, so that he/she **was able to evaluate the degree**
- » **Secret purchases are prepared according to exact requirements of the clients**, or **according to the type of financial services** which are to be tested.
- » We will then prepare a specific proposal of implementation.

POSSIBLE TYPES OF FINANCIAL SERVICES:

- Opening an account**
- Loan arrangement**
- Additional services recommendation**

It depends solely on you what you want to monitor – consultants' behaviour, knowledge of the services sold ...



MYSTERY SHOPPING



FOCUSED ON RETAIL PRINCIPLES OF A TEST PURCHASE

- » A person performing the test purchase **behaves in a completely natural way**, as a common buyer, **all the time he/she is at the shop.**
- » For a person performing a test purchase to smoothly fit in among common customers, we **pay close attention to age, clothes and other factors.**
- » **The person attentively observes the situation and asks questions as a common buyer.**
- » A person performing a test purchase **must not be more active than the shop assistant.**
- » **The final evaluation is performed by the client** according to the respective questionnaire, not by the person performing the test purchase.

PRINCIPLES OF AN INSPECTIONAL PURCHASE

- » A person performing an inspection purchase **also behaves in a natural way**, as a common buyer.
- » **He/she proceeds according to a set policy of the security section** (type of goods, the replacement of a price tag, placement into containers eliminating the security frame, etc.)
- » **He/she does not communicate with any employees** of the client, and **strives to make the adjustments of prices, etc. undetected.**
- » **If caught at the shop**, or when uncovered by a cashier, **he/she will let know their affiliation and purpose.**
- » **The final evaluation is performed by the client**

POSSIBLE TYPES OF FINANCIAL SERVICES:

Secret purchases are prepared according to exact requirements of the clients, they can be combined, or based on the focus of the shop a specific proposal for implementation can be prepared.

It is solely up to you what you need to monitor specifically - shop assistants' behaviour or their knowledge of the products sold ...

