

## SERVICES

*Total Performance Secret Service* provides the Northeastern United States with anonymous customer service surveys for the purpose of observing and reporting the level of service offered. Surveys are customized to your needs and can include:

- Telephone surveys
- On-site service critiques
- Property Inspection
- Web Site Surveys

Total Performance Secret Service will engage “mystery shoppers” or anonymous evaluators, to pose as ordinary customers using or seeking to use your services. We will then provide an honest and unbiased evaluation based on customized, objective and subjective questions. Reports provided will be a true reflection of factual information and a fresh perspective on the quality of your customer service, and they will help to pinpoint areas of service that need improvement in order to boost customer satisfaction and customer loyalty.

Since there are numerous competitors for your customers to choose from, your success will depend largely on the standard of customer service you reliably provide. Be assured through consistent monitoring that your staff is offering the highest level of customer service and maintain your competitive edge.

A mystery shopping program is a positive reinforcement for your staff to be vigilant when they are recognized and rewarded for their customer service excellence.

## PACKAGES

### Package 1:

**Telephone survey during regular business hours.**

**Telephone survey after hours.**

**On-site tour/critique.**

**Follow-up call *if made* by your rep.**

### Package 2:

**All of the above *plus* two additional Mystery Shop evaluations of your two closest competitors with the results delivered to you.**

**Other package combinations are negotiable.**

**TOTAL PERFORMANCE**  **SECRET SERVICE**

A division of Infinite Possibilities Coaching

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# TOTAL PERFORMANCE SECRET SERVICE

A division of Infinite Possibilities Coaching



**What your customers  
think should not be a  
mystery to you!**

**MYSTERY SHOPPER  
SERVICES**

**814-280-1395**

## WHY MYSTERY SHOP?



**You spend hundreds and even thousands of dollars each year to present your business “above” the competition and attract new customers. Are those dollars that are well spent?**

**Know the answer by incorporating a “Mystery Shopping” program within your company and taking advantage of the wealth of information provided through anonymous assessments of your staff at work.**

## Is Your Staff Making The Most of Those Thousands of Dollars spent by:

- Providing an “*attention getting*” first impression?
- Representing you in a positive manner?
- Demonstrating knowledge of your product?
- Moving the “potential customer” to “paying customer”?
- Meeting and exceeding Customer Expectations?
- Making a lasting, favorable impression?



If after your analysis is complete, you would like to explore the possibilities of Business Coaching to help to correct any short comings identified during the Mystery Shopper process, we offer those services as well through our parent company, Infinite Possibilities Coaching. (Separate fees apply.)

## BENEFITS OF MYSTERY SHOPPING

A Mystery Shopping Program will help you identify your service strengths and recognize employees who are upholding and even exceeding your standards of service and company goals.

It will at the same time determine service weaknesses and become an aid for employee redirection and training.

Recognizing both your strengths and weaknesses and addressing each will improve employee performance and motivation, raise your level of customer service, and ultimately impact your overall level of customer satisfaction.

Satisfied customers become loyal customers and loyal customers become walking “*word of mouth*” advertisers for you!

Let us Help!

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