



Shopper Guidelines

Apply to ALL shops unless Assignment Specific Instructions state otherwise.

CALL 800.362.9946 opt 4/5 for Tech Support/Urgent Issues

Communication Preferences:

Please follow for the most efficient support!



Phone
Call

CALL for URGENT issues including to reschedule or cancel (any shop-any time) and questions the day before, day of (including while on-site) and while submitting. **We answer 9am-11pm ET 7 days a week!**



Live Chat

Live Chat on our website is a great for FAST and efficient (non-urgent) support from a Scheduler.



Text
Message

Text Messages should only be replied to one-time and not sent again later as they may not be received and contain no contact details or history for us.

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Before the Shop:



Visit facilities website to educate yourself and evaluate as specified in instructions.



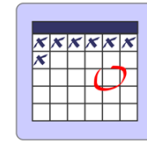
Thoroughly read and reread the Assignment Instructions and Evaluation Checklist.



Complete call to the facility (as required) 1-2 days ahead. Be sure to get employee name.



Prepare your guests for anything they need to do to help or NOT do during shop visit



Confirm you are planning for the specific date assigned and exact required timeframe.

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Shopper Tips at the Facility:



Always remain a mystery unless the instructions direct you to reveal yourself. Be discreet but actively engage in visit.



No coupons, discounts or memberships of any kind are allowed unless specifically approved by scheduler.



All required areas must be evaluated. If you cannot find something, ask an employee. Still can't find it, call us.



Be sure to make all required purchases. No online purchase unless required. Always use a card unless instructions state otherwise.

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Details, details, details...



For all but theater shops, ask each of the required employees a specific open-ended knowledge testing question about the facility (*not if they like their job*). Do NOT just observe! Take note of conversation details in your phone.



For all but theater shops, employee names and descriptions are critically important. Record names and descriptions in your phone. NEVER ask anyone their name (except on the phone) unless the instructions direct otherwise.



Take all required photos as listed in the instructions discreetly by pretending to send a text or having a guests pose near what you're photographing. If no photo requirements are listed in the instructions, then no photos are to be taken.



Take note of exceptional good or bad conditions at the facility and document the behavior of employees. Capture important details in your phone to refer to later while submitting the report.

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Submitting Results

Employee Interactions

- Detail all conversations from start to finish including greeting and closing with emphasis on the question asked and response given.

Balanced Comments

- Provide both positive and negative factual comments as to what observed that was both good and could use improvement (constructive feedback)

Price & Value

- When asked to comment on price or value, please compare to the most similar facility possible. For ALL food, drink, gift and retail items, ONLY compare to another amusement facility.

Professional Language

- Only use professional language at all times. This is a business document. Please do not use slang or sarcasm and avoid assumptions.

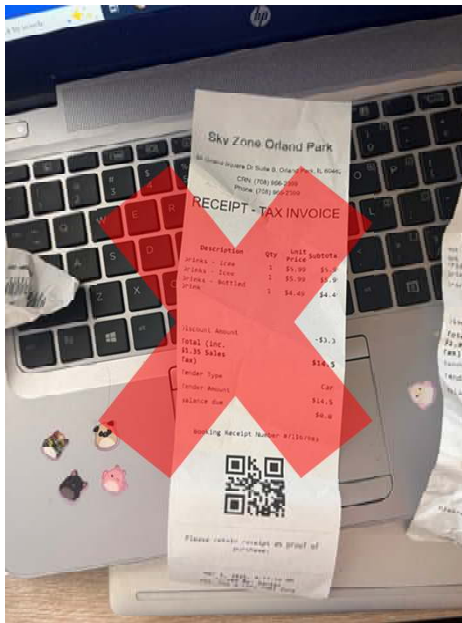
Computer vs Phone

- The evaluation form is NOT intended to be used on a phone. Please record details in the notes in the notes app on your phone and wait to submit the report on a computer when you get home.

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Proper Receipt Photos:

- Place on a flat surface with good lighting (no shadows)
- Take from above/overhead zoomed in on just receipt
- Tape to a piece of paper if doesn't sit flat/wrinkled
- Must include: Name of facility, Date, Time and Amounts
- Take TWO pictures if extremely long.



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Final Tips for Success

Overcommunicate

- When in doubt ask questions
- Inform as to any issues or problems
- Respond in a timely manner

Details Matter

- Who
- What
- When
- Where
- Why
- How

Focus on Objectives

- What is the purpose?
- What more can be done to achieve?
- Consider the audience (client)

Thank you for completing this shop!

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