

CLIENT SHOP PROPOSAL/AGREEMENT

MYSTERY SHOP/CUSTOMER EXPERIENCE ASSESSMENT:

Mystery Shops – Weekly / Bi-Monthly / Monthly

Sh	Fee
Fe	includes
SHOP	CLUDES
•	repare customized report. Il shoppers will be posing as a customer and will interact with all staff as a austomer to ensure customer service excellence is delivered by each member of ne organization. urvey all aspects of the AREA SHOPPED. Ensure employees are meeting or exceeding standards and guidelines. ssess service procedures quality ie: cleanliness, staff interaction with guests, naintenance, food/beverage, products and/or services. ssess all cash transactions and portion controls. ollow-up appointment to review report results with on positive spects and on areas that need improvement, providing recommendations for improved customer experience and/or marketing strategies to help you reach our service and revenue goals.
the initi	al Charges: These would be additional services required by the client ie: changes to shopper report. Additional fees for food and beverage and/or products and services to be determined by
	One shop will be completed monthly as instructed by and will be be reviewed 48 hours after the shop is completed.
are con ending the futu	Term: The pricing/terms contained in this proposal are valid from and dential. The proposal is based on a 6-month agreement beginning and At the end of the 6 months, reports will be reviewed to determine e course of action, and a new proposal will be agreed upon and signed at that time. Ement may be terminated at the end of the 6-month commitment by either party.
end of e	Terms:(Name of Business) will be invoiced at the ch month. Payment will be due upon receipt. Payment can be made with a business credit card. All credit card payments can be sent through PayPal.

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Project Acceptance:

Acceptance of this proposal/contract is acknowledged by an authorized signer below.

	Debbie Hart, The Hart Experience			
Signature				
Date		Title	Owner/Operator	
	Client/Business Name			
Full Name				
Signature				
Date		Title		