

MYSTERY

GENERIC MYSTERY SHOPPER CHECKLIST



My Site

MONDAY 1ST JUNE 2026

General Questions

| Q# | QUESTION | RESPONSE |
|----|---|----------|
| 1. | Is parking available near the building? | YES |
| 2. | Could you easily locate the place? | NO |
| 3. | Were there visible signs directing to the entrance? | YES |
| 4. | Was the building easy to find? | YES |

Reception

| Q# | QUESTION | RESPONSE |
|-----|--|----------|
| 5. | Upon arrival, was the reception welcoming? | YES |
| 6. | Was there a staff person present? | YES |
| 7. | Did the receptionist greet you? | YES |
| 8. | Did the receptionist ask how he/she could help you? | YES |
| 9. | Did the receptionist make eye contact? | YES |
| 10. | Did the receptionist direct you to the place you needed to go? | N/A |
| 11. | Was the receptionist friendly? | N/A |
| 12. | Was the resource staff member wearing a name tag? | YES |
| 13. | Did the resource staff member ask you to complete a sign-in sheet? | YES |
| 14. | Were you satisfied with the waiting time at reception? | YES |
| 15. | Did the receptionist give an overview of available services? | YES |
| 16. | Did the receptionist ask if you had any questions? | YES |

Staff Member/s Ratings

Rate the Staff Member/s

| Q# | QUESTION | RESPONSE |
|-----|--|----------|
| 17. | Were the staff members friendly? | YES |
| 18. | Were the staff members available? | N/A |
| 19. | Were the staff members courteous? | YES |
| 20. | Were the staff members helpful? | YES |
| 21. | Were the staff members attentive? | N/A |
| 22. | Did the staff members have a professional appearance? | YES |
| 23. | Did the staff members behave professionally? | YES |
| 24. | Did the staff members display an acceptable/good level of knowledge? | YES |
| 25. | Did the staff members make you feel welcome? | N/A |
| 26. | Did the staff member(s) explain things in a comprehensible manner? | YES |
| 27. | Did the staff members treat you with respect? | YES |
| 28. | Were any questions answered well? | YES |

Services at the Store

| Q# | QUESTION | RESPONSE |
|----|----------|----------|
|----|----------|----------|

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| | | |
|-----|--|------------|
| 29. | How was the service? | Good |
| 30. | How long was the waiting time before you received the service? | 20 minutes |
| 31. | Were staff knowledgeable about services? | YES |
| 32. | Were staff knowledgeable about pricing? | YES |

Environment

| Q# | QUESTION | RESPONSE |
|-----|--|----------|
| 33. | Did the shop have a warm and welcoming ambience? | YES |
| 34. | Did the shop have a visual appeal? | YES |
| 35. | Was the shop well-organized? | YES |

Overall Impression

| Q# | QUESTION | RESPONSE |
|-----|--------------------------------------|-----------|
| 36. | What was your overall impression? | Very nice |
| 37. | What was done well or impressed you? | Service |
| 38. | What could be improved? | Timing |
| 39. | Any other comments? | No |

DECLARATION



Auditor
(Aashiqe Rasul)

AUDITOR'S LOCATION