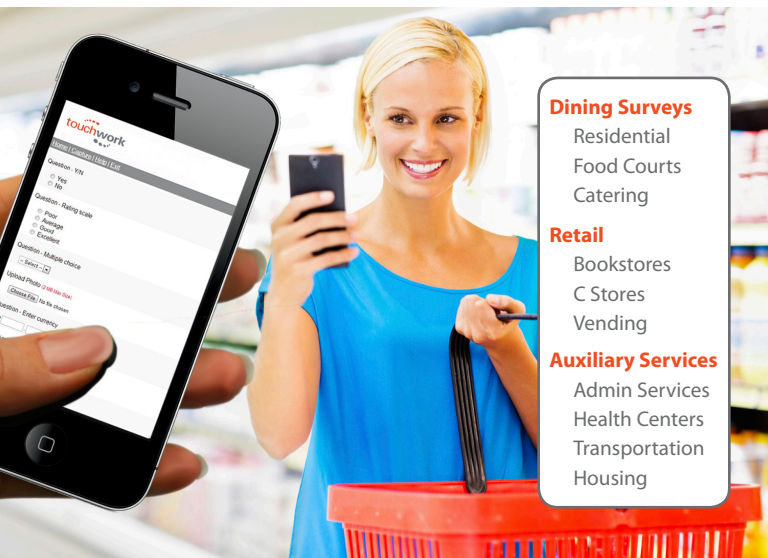


shopandtell

Secret Shopper Solution

Automate your secret (mystery) shopper programs



Dining Surveys

Residential
Food Courts
Catering

Retail

Bookstores
C Stores
Vending

Auxiliary Services

Admin Services
Health Centers
Transportation
Housing

- Monitor the customer experience
- Ensure compliance with standards
- Identify and resolve problems
- Enhance your operations

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e-mail: us.sales@touchwork.com


In touch with your world 

www.touchwork.com

Measure **Customer Experience** with an inhouse **Secret Shopper** program

Benefits

- More surveys = more data = more meaningful insights
- Real time data and actionable results
- Richer data enhances understanding of problems
- More surveys at lower cost

Easy to use web based design

- Multi-survey/multi-location capability
- Multiple question types
- Add photo, video and voice clips
- Capture GPS location
- Surveys are auto time & date coded
- Fine-tune surveys for each location

Survey distribution and Reporting

- Distribute surveys by email, text message
- Optionally scan QR code to start survey
- Survey responses sent to managers for immediate action
- Results available in real time via web portal
- Multiple report formats using configurable dashboards
- Summary reports sent daily/weekly/monthly

Try it out for yourself

Scan this **QR code** to view example surveys or go to
easycode.com/shopandtell

