



MYSTERY SHOPPING PROJECT

MYSTERY SHOPPER PERSON SPECIFICATION

Here are the skills and abilities that are required for someone to be considered for the role of Mystery Shopper for Chevin Housing Group:

Training & the Mystery Shopping exercises

- ❑ Able and willing to take part in a one-day training course, to be held on a weekday, in Wakefield, or undertake one-to one training in own home (approx two hours).
- ❑ Have the capacity to carry out at least five mystery shopping exercises using one or more the following methods: over the telephone, by email, by letter and in person, at one or more of Chevin Housing Group's area offices, over a period of 4 – 6 weeks.

Personal qualities, skills & abilities required

- ❑ Be able to read, write or type, and use the telephone.
- ❑ Have the confidence and ability to observe, experience and evaluate the customer service of Chevin Housing Group.
- ❑ Be able to maintain confidentiality at all times.
- ❑ Be able to communicate well with other people, both on the telephone and in person.
- ❑ If carrying out office mystery shops, you should be capable of visiting one or more of Chevin Housing Group's area offices (located in Sheffield, Wakefield, Guiseley, Selby) during office hours (9-5, Monday – Friday). We will reimburse travelling expenses.
- ❑ Be able to read and follow the questionnaire and fill it in clearly.
- ❑ Have the ability to accurately complete a questionnaire (this should take about 20 minutes) after completing a mystery shopping exercise.