

### **LSDC MYSTERY SHOPPING SERVICE**

Our mystery shopping service is geared towards measuring and gauging customer experience, customer service level, identify service and (product) knowledge gaps, and proffer solutions viz-a-viz feedback to management, refresher training programmes and other related consultancy services aimed at improving bottom line.

Mystery shopping, as a tool, is used by businesses, either externally or internally, to measure service quality, compliance with regulation or to gather targeted information about goods and services. It is also used to benchmark the competition.

Mystery shoppers' activities include among others, purchasing a product, asking questions, registering complaints, placing cold calls, checking out business premises facilities to gauge for functionality or behaving in a certain way to elicit response from staff for attitude measurement, and then provide detailed reports or feedback to management.

Every business ought to engage mystery shoppers: retail stores, hotels, movie theatres, restaurants, fast food chains, banks and other financial institutions, gas stations, car dealerships, apartments, health clubs and health care facilities, hospitals, law firms, laundry services, schools, some government and civil service establishments, name it. This is because mystery shopping exercises are used to measure customer experience, with the feedback received used to improve service delivery which in turn, increases bottom line (income and profit).

At LSDC Ltd., mystery shopping reporting (feedback) is objective and dispassionate and is aimed at identifying service gaps, training needs and areas that a mere change of operational procedures and processes, for example, will address.

Our fees compare favourably with global mystery shopping services pricing; our shoppers are professionals who believe in accountability; they are passionate about excellent customer service and healthy businesses, thus, value for money is ensured.

Contact us for more information, further discussion and a quote.



**...Language School, Mystery Shopping, HR Consulting, Training**