



Mystery Customer Guide – Spa

All Visits must be completely confidential, before during and after

The visit must be carried out objectively. It is not about personal opinions but more about the rating of the qualities of the product or service offered.

It is important to obtain as many names as possible and complete the section, specifying what that staff member's role was within the interaction.

The level of business is an indicator for the business as to how busy it was and allows them to gauge what the expectation would be. The products ordered section should correspond with the receipt for the visit which should be uploaded in the correct section. A photograph will suffice for this and any other photographs can be uploaded to support the visit commentary.

Where a star rating is requested this should be marked on a 1 to 5 basis as follows:

- 5 Excellent – this is the best possible and cannot be improved on
- 4 Very Good – Some minor improvements could be made but to a high quality
- 3 Good – Generally good but improvements can easily be made
- 2 Average – This is purely acceptable and improvements are necessary
- 1 Poor – To a generally below average quality where significant improvements are required

There is a notes section at the bottom of each section that should be used to describe the score and give as much detail as possible.

When the report is completed, press submit.

When assessing treatments it is important to include the quality of the treatment including whether it was of sufficient pressure, whether products were explained and the overall quality of the treatment it is important to include as much detail about the treatment as possible and to rate interactions.

If you would like to take pictures or images these can be uploaded using the upload button.

Whilst the visit does not include the actual purchase of products, the process of the offer of these should be included.

If any further information needs to be provided, please email to info@staylytics.co.uk stating the date and time of visit.

