



Mystery Customer Guide – Leisure

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.

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

The booking process is very much about the interaction with the members of staff and the efficiency of the booking process however it also includes opportunities offered or missed.

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