

Mystery shopper report card

Practice name: _____
 Location: _____
 Date: _____
 Shopper's name: _____
 Services sought: _____
 Veterinarian seen: _____
 Services rendered: _____ Fee: \$ _____
 _____ Fee: \$ _____
 _____ Fee: \$ _____

Appearances

What were your impressions of the exterior of the practice, including the sign and parking lot?

When you entered the practice, were you greeted by a receptionist? ☐ Yes ☐ No
 Were staff members wearing uniforms? ☐ Yes ☐ No
 Did staff members wear name badges? ☐ Yes ☐ No

Did the following employees' appearances seem professional?

Receptionists:	☐ Yes	☐ No
Technicians:	☐ Yes	☐ No
Veterinarians:	☐ Yes	☐ No
Practice manager:	☐ Yes	☐ No

Was the inside of the practice:
☐ Clean and orderly ☐ Untidy but overall clean
☐ Dirty and smelly

Comments: _____

Client service

When you made your appointment, how were you treated on the telephone? _____

On-site, the staff members' attitudes were:
☐ Friendly and helpful
☐ Nice enough, but distracted
☐ Unfriendly and unhelpful

The doctor's attitude was:
☐ Professional and compassionate
☐ Professional, but hurried
☐ Unprofessional, but compassionate
☐ Unprofessional and hurried

Did you have to wait to be seen? ☐ Yes ☐ No
 If so, how long?
☐ Five minutes or less ☐ Six to 10 minutes
☐ 11 to 15 minutes ☐ More than 15 minutes

Did team members talk to you about other services, vaccinations, and preventive care your pet may have needed? ☐ Yes ☐ No
 Did the staff call you by name? ☐ Yes ☐ No
 Did the staff call your pet by name? ☐ Yes ☐ No
 Was a technician or assistant in the exam room? ☐ Yes ☐ No

Comments: _____

Client education

Did the doctor use a pamphlet or brochure to help explain products and services? ☐ Yes ☐ No
 Did he or she use videos? ☐ Yes ☐ No
 Did you receive an exam room report card? ☐ Yes ☐ No
 Did the doctor ask if you had any questions or concerns before he or she reached for the door to leave? ☐ Yes ☐ No

Comments: _____

Overall

What were the practice's best aspects? _____

What were the practice's weakest aspects? _____

On a scale of one to 10, with 10 being the highest, how did the practice rate? 1 2 3 4 5 6 7 8 9 10

Why? _____

How could the practice be improved? _____

Spa Mystery Shopper Questionnaire Template

Melanie Smith, Laszlo Puczko



Spa Mystery Shopper Questionnaire Template:

Selling Skills for Spa's, Salons & Health Clubs Gerard Assey, 2023-05-13 This book is a must have for anyone in the Spa Beauty Salon Health Club similar businesses on how to increase Sales Revenues and Profits and take the business further by 1 Selling Yourself Customers go by what they see in you first the way you carry conduct yourself 2 Selling Your Services 3 Retailing your Products Up Sell Cross Sell 4 Retaining Customers for Life 5 Standing out from your Competition 6 Projecting the Right Salon Image It covers in detail each step required for the Sales Customer Service Process the skills sets behavior attitude and is aimed at all therapists beauticians stylists receptionists retail sales customer service shop floor staff supervisors team leaders managers who are keen on creating a memorable experience that is enjoyable by encouraging customers to return again Potential profits could be walking out of the door every single day Can your salon spa business afford this to be happening Increase Sales in Your Spa Salon Today Here s what some of our Participants have to say after attending our session on Professional Selling Skills for SPA s Salons and Health Clubs Very interesting One of the best I have had in my life After the training I was clear about the objectives of selling in my spa It built our creativity to work in teams with open minds Learnt a lot on up cross selling handling complaints politely how to translate to profits Awesome Interesting Very useful information the way to handle my Guests very useful for my future I liked the fact that the Trainer was able to keep the attention interest of the participants at ALL times A lot of useful information Forced us to think by ourselves Excellent Training Clear great information loved the exercises examples I gained enough valuable information Gerard A great Trainer Helped me greatly on my self confidence handling complaints being customer focused Every part clearly understood Gained extensive knowledge in selling up selling cross selling our services Changed my personal attitude Thanks a lot

The Spa Manager's Essential Guide Mike Wallace, Melanie Smith, 2020-09-01 The Spa Manager s Essential Guide contains all the basic day to day information on how to run a wellness beauty or thermal spa operation successfully It focuses on those areas that industry leaders have identified as critical and missing in today s spa leaders combined with advice from over 40 spa experts

Spa, Salon & Health Club Selling Skills Gerard Assey, If you could drastically increase the value of each customer s visit to your Spa Salon or Health Club by 60% or more Yes certainly more how would that impact your business s profitability To be brutally honest sadly most spas salons or health clubs LOSE that amount every time a customer walks out of their door Salon Marketing has changed considerably over the last few years and so businesses need to embrace these changes to improve the way they sell to their clients without being in fear of doing so Besides the regular services and when successfully done the profit from retail sales can even pay for the rent of your premises and part of the consumables This book Spa Salon Health Club Selling Skills is therefore is a must have for anyone in the spa beauty salon health club similar businesses on how to take the business further by Selling 1 Yourself Customers go by what they see in you first the way you carry conduct yourself 2 Your Services 3 Retailing your Products 4 Projecting the Right Salon Image It covers in detail

each step required for the Sales Customer Service Process the skills sets behavior attitude and is aimed at all therapists beauticians receptionists retail sales customer service shop floor staff supervisors team leaders their managers who are keen on creating a memorable experience that is enjoyable by encouraging customers to return again Potential profits could be walking out of the door every single day Can your salon spa business afford this to be happening Increase Sales in Your Spa Salon Today Here s what some of our Participants have to say after attending our session on Professional Selling Skills for SPA s Salons and Health Clubs Very interesting One of the best I have had in my life After the training I was clear about the objectives of selling in my spa It built our creativity to work in teams with open minds Learnt a lot on up cross selling handling complaints politely how to translate to profits Awesome Interesting Very useful information the way to handle my Guests very useful for my future I liked the fact that the Trainer was able to keep the attention interest of the participants at ALL times A lot of useful information Forced us to think by ourselves Excellent Training Clear great information loved the exercises examples I gained enough valuable information Gerard A great Trainer Helped me greatly on my self confidence handling complaints being customer focused Every part clearly understood Gained extensive knowledge in selling up selling cross selling our services Changed my personal attitude Thanks a lot *International Spa Management* Sarah Rawlinson,Tim Heap,2017-02-28 a sound and though guide for all future spa managers looking at all aspects on the successful running of a spa facility Divided into four parts it discusses the following The spa industry The spa consumer The business of spas Future directions **Mystery Shopping Made Simple** Ilisha Newhouse,2004-04-28 How to earn good money by shopping dining out and more Cover subtitle **Hospitality and Catering Management Essentials** Anamika Varma,2025-01-03 The illustrations in this book are created by Team Educohack This book is designed for students interested in the hospitality sector It provides a comprehensive guide for those studying catering and related fields filling gaps in hospitality education We aim to enhance knowledge and understanding of the evolving hospitality industry over the years Our book covers not only menu planning and nutrition but also crucial business aspects like human resources management customer service and financial management skills essential for aspiring catering managers We also discuss factors influencing the hotel industry s development highlighting contemporary hospitality trends Topics include lodging service allocation hospitality quality issues hotel management accommodation career practices and the lifestyle of the hospitality industry This book is a valuable resource for anyone looking to deepen their understanding of hospitality and catering management Who's Your Gladys? Marilyn SUTTLE,Lori Jo VEST,2009-09-09 Every customer oriented business has its own Gladys someone who demands more than most companies are able or willing to give one who pushes front line service representatives buttons one who requires a higher degree of skill to manage One who let s just say it can be difficult Yet how is it that some businesses prove able not only to satisfy their Gladys but turn her into one of their most loyal utterly pleased customers Filled with inspiring real life case studies Who s Your Gladys reveals how large and small companies from

a variety of industries avoid creating difficult customers in the first place Readers will discover how they can Create a culture that values compassionate connection with their customers Use creative problem solving and emotional management skills to turn challenging situations into opportunities to strengthen relationships Form strong bonds by paying close attention to people s needs Customize service to different market segments Cement unbreakable customer relationships with absolutely anyone

Career Opportunities in the Travel Industry Judy Colbert, Executive Director, 2009

Health, Tourism and Hospitality Melanie Smith, Laszlo Puczko, 2014-02-03 Health Tourism and Hospitality Spas Wellness and Medical Travel 2nd Edition takes an in depth and comprehensive look at the growing health wellness and medical tourism sectors in a global context The book analyses the history and development of the industries the way in which they are managed and organised the expanding range of new and innovative products and trends and the marketing of destinations products and services The only book to offer a complete overview and introduction to health tourism and hospitality this 2nd Edition has been updated to include Expanded coverage to the hospitality sector with a particular focus on spa management New content on medical tourism throughout the book to reflect the worldwide growth in medical travel with more and more countries entering this competitive market Updated content to reflect recent issues and trends including ageing population governments encouraging preventative health consumer use of contemporary and alternative therapies self help market impacts of economic recession spa management and customer loyalty New case studies taken from a range of different countries and contexts and focusing on established or new destinations products and services such as conventional medicine complementary and alternative therapies lifestyle based wellness beauty and cosmetics healthy nutrition longevity and anti or active ageing amongst others Written in a user friendly style this is essential reading for students studying health tourism and hospitality

Health and Wellness Tourism Melanie K. Smith, László Puczkó, 2009 Health and Wellness Tourism takes an innovative look at this rapidly growing sector of today s thriving tourism industry This book examines the range of motivations that drive this diverse sector of tourists the products that are being developed to meet their needs and the management implications of these developments A wide range of international case studies illustrate the multiple aspects of the industry and new and emerging trends including spas medical wellness life coaching meditation festivals pilgrimage and yoga retreats The authors also evaluate marketing and promotional strategies and assess operational and management issues in the context of health and wellness tourism This text includes a number of features to reinforce theory for advanced students of hospitality leisure and tourism and related disciplines

Secret of the Spa Carolyn Keene, 2012-05-01 When I scored tickets to the grand opening of a new spa in town I knew I had to take Bess George came along too but she s been acting so weird I knew this wouldn t be her idea of a total blast but she s just been no fun at all It s unlike her to be such a grouch But then this new spa isn t turning out to be much fun either Deirdre s here for starters And someone s tampering with the food and trying to take the luxury out of this otherwise luxurious place Something stinks in this spa and if I can t

sniff it out my name s not Nancy *Spa Business* ,2009 *Spa Management* ,2008 *E-Commerce, E-Business and E-Service* Garry Lee,2014-07-28 The 2014 International Conference on E Commerce E Business and E Service EEE 2014 was held on May 1 2 2014 Hong Kong This proceedings volume assembles papers from various professionals leading researchers engineers scientists and students and presents innovative ideas and research results focused on the progress of E Commerce E Business and E Service The papers in this book group around the following topics E Commerce E Business and E Service Internet Computing and Information Services Computer science and Technology and ICT for Business and Management

Royal Tourism Phil Long,Nicola J. Palmer,2008 The relationships between tourism and royalty have received little coverage in the tourism literature This volume provides a critical exploration of the relationships between royalty and tourism past present and future from a range of disciplinary perspectives **Hair Salon and Day Spa** The Staff of Entrepreneur Media,2014-09-22 The experts at Entrepreneur provide a two part guide to success First learn how you can make money while making people look good with your own hair salon and day spa Then master the fundamentals of business startup including defining your business structure funding staffing and more This kit includes Essential industry specific startup essentials including industry trends best practices important resources possible pitfalls marketing musts and more Entrepreneur Editors Start Your Own Business a guide to starting any business and surviving the first three years Interviews and advice from successful entrepreneurs in the industry Worksheets brainstorming sections and checklists Entrepreneur s Startup Resource Kit downloadable More about Entrepreneur s Startup Resource Kit Every small business is unique Therefore it s essential to have tools that are customizable depending on your business s needs That s why with Entrepreneur is also offering you access to our Startup Resource Kit Get instant access to thousands of business letters sales letters sample documents and more all at your fingertips You ll find the following The Small Business Legal Toolkit When your business dreams go from idea to reality you re suddenly faced with laws and regulations governing nearly every move you make Learn how to stay in compliance and protect your business from legal action In this essential toolkit you ll get answers to the how do I get started questions every business owner faces along with a thorough understanding of the legal and tax requirements of your business Sample Business Letters 1000 customizable business letters covering each type of written business communication you re likely to encounter as you communicate with customers suppliers employees and others Plus a complete guide to business communication that covers every question you may have about developing your own business communication style Sample Sales Letters The experts at Entrepreneur have compiled more than 1000 of the most effective sales letters covering introductions prospecting setting up appointments cover letters proposal letters the all important follow up letter and letters covering all aspects of sales operations to help you make the sale generate new customers and huge profits *The Secret Teacher* Anon,2017-08-01 I will teach them literature poetry culture I will teach them The Waste Land I will be the Best Teacher Who Has Ever Lived Or so the Secret Teacher thinks On his first day at an inner city state

school things don't quite go to plan His students are an unruly mob stuffed with behavioural issues but somehow the Secret Teacher needs to enthuse them with a love of books Or at least keep them sitting at their desks until the end of the lesson And then he's got to deal with marking OFSTED educational consultants' spreadsheets personal statements school trips strikes class race love death birth manhood dry cleaning the end of literary culture This is a vivid account of the Secret Teacher's first few years in the classroom Here he celebrates the extraordinary teachers he has worked with and the kids bolshie bright funny and absolutely electric

The Complete Guide to Caribbean Cruises, 2nd Edition Linda Coffman, 2007-09-04 What's really included in your cruise fare What cabins are the best and the worst What cruise line has the largest standard cabins even at the lowest price levels Which cruise line's ships have rock climbing walls Fodor's The Complete Guide to Caribbean Cruises 2nd Edition answers all these questions and many more Linda Coffman our resident Cruise Diva has been dishing out cruise travel advice for more than a decade and has the answers to all your cruise questions An avid cruiser she spends most of her time cruising in the Caribbean and knows all the inside info on all the ships and even the best things to do while ashore The San Francisco Chronicle sums it up best Fodor's guides are saturated with information We make every effort to bring you the most accurate and thorough book possible Plus we provide timely updates about cruising and the Caribbean at Fodors.com You know you're getting the real scoop on Caribbean cruising because unlike other guidebooks Fodor's relies heavily on a cruising expert who knows the industry inside and out We give you the planning tools you need to tailor your trip We give options for all budgets You make the choices With Fodor's you get much more than a guidebook we make it easy for you to customize your dream vacation Visit www.fodors.com to find up to date travel bargains mini guides to worldwide destinations information on local festivals dazzling drives maps vacation planning tips and much more And for more insider secrets visit Travel Talk and Rants and Raves online at www.fodors.com/forums to get advice from other travelers like you

The Real South Scott Romine, 2008-06 In this stimulating study Scott Romine explores the impact of globalization on contemporary southern culture and the South's persistence in an age of media and what he terms cultural reproduction Rather than being compromised Romine asserts southern cultures are both complicated and reconfigured as they increasingly detach from tradition in its conventional sense In considering Souths that might appear fake the Souths of the theme restaurant commercial television and popular regional magazines for example Romine contends that authenticity and reality emerge as central concepts that allow groups and individuals to imagine and navigate social worlds Romine addresses a major critical problem authenticity in a fundamentally new manner Less concerned with what actually constitutes an authentic or real South than in how these concepts are used today The Real South explores a wide range of southern narratives that describe and travel through virtual simulated and commodified Souths Where earlier critics have tended to assume a real or authentic South Romine questions such assumptions and whether the authentic South ever truly existed From Gone with the Wind Civil War reenactments and a tennis community outside Atlanta called Tara to the

work of Josephine Humphreys the travel narrative of V S Naipaul and the historical fiction of Lewis Nordan Romine examines how narratives and spaces are used to fashion social solidarity and cultural continuity in a time of fragmentation and change Far from deteriorating or disappearing in a global economy Romine shows the South continues to be reproduced and used by diverse groups engaged in diverse cultural projects

Los Angeles Magazine ,2000-03 Los Angeles magazine is a regional magazine of national stature Our combination of award winning feature writing investigative reporting service journalism and design covers the people lifestyle culture entertainment fashion art and architecture and news that define Southern California Started in the spring of 1961 Los Angeles magazine has been addressing the needs and interests of our region for 48 years The magazine continues to be the definitive resource for an affluent population that is intensely interested in a lifestyle that is uniquely Southern Californian

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