

**Please read this brief carefully before completing the role**

**JOB:**  **Retailer Name - check, ask & purchase NEW xxxx - complete by xxx - £9.50 + product cost**

**RETAILER:** Insert retailer name

**PRODUCTS: Insert name of brand / products to check**

**COMPLETION:**  Insert date to be completed by or dates from / to to complete

**PAY:**  £9.50 (min we’d suggest)

**EXPENSES:** £XXX for the purchase of XXX.

**Sales data can be tracked at product and store level, all expenses are independently audited against visits made.**

**OVERVIEW / BACKGROUND TO THE CALL**

INSERT HERE details around what the purpose of the visit is to give the worker some background.

For example…

We have just launched product / range X into XXXXs stores and we’re wanting to visit stores to check that the product is in-store and available for customers to purchase.

If the product isn’t available then we’d like you to speak to colleague to ask them for it

As part of the visit we’d like you to purchase XXX so you can try it &/or share with family and friends so we can spread the word about range x

**WHAT DOES A GOOD JOB LOOK LIKE:**

INSERT HERE what success looks like – keep it brief & clear what your expectations are

For example…..

Product X on sale with the correct price ticket – you’ll need to speak to a colleague **as a shopper** to understand / rectify any issues.

Purchase of XXX units of XXX. Stock must be purchased as part of the call if available

**PRODUCTS TO CHECK:**

INSERT table here with product name / pack size / weight / expected retail price

**INSERT IMAGE OF YOUR PRODUCTS – it makes it easier for workers to find them in-store**

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**LOCATION IN-STORE**: **XXXXXX Fixture**

**REQUIREMENTS OF THE ROLE:**

1. Go into the allocated store & head to the XXXX fixture (if it’s an unusual location then please describe where to find it)
2. Take a photo of the product on shelf

**INSERT IMAGE OF FIXTURE IN-STORE, ideally of what a good job looks like so workers can easily identify the fixture where they will find the product and see what they need to achieve**

1. Take a photo of the wider fixture so we can see what else is present (we need a photo of the fixture whether the product is there or not)
2. Is there an SEL (price ticket) for the product?
3. Is the SEL correct? £INSERT EXPECTED PRICE
4. If the product is missing or doesn’t have a price ticket, please ask a colleague if they can help you. (Record all details & who you spoke to)
	1. Scenario 1: You know this is a new product in-store but can’t see it on the shelf, can they see if it is in the back for you, or can they order it in?
	2. Scenario 2: Can they check the price for you as there is no price ticket on the shelf, so they may want to put one out
5. Tidy up the fixture & then take another picture of the products close up & from a distance so we can see what is around them.
6. Purchase 1 unit / 1 of each (DETAIL HERE WHAT YOU NEED THEM TO BUY)
7. Upload your receipt to the expenses section, and the report section and complete / submit your timesheet

**REPORTING QUESTIONS**

1. What date did you visit the store?
2. What time did you visit the store?
3. Close up photo of products **on ENTRY**
4. **Photo of the XXXXX** **fixture showing adjacent products**
5. Was “PRODUCT A”available?
	1. Yes, present on entry
	2. No, but store have fixed and present on exit
	3. No, but store aware and will fix
	4. No, but stock due in
	5. N/A Product Unavailable
6. Was there a price ticket for PRODUCT A?
	1. Yes, present on Entry
	2. No, but fixed and present on exit
	3. No, but store aware and will fix
	4. N/A Product Unavailable
7. What was the price? (£X.XX, £X.XX, other, n/a)
8. Was “PRODUCT B”available?
	1. Yes, present on entry
	2. No, but store have fixed and present on exit
	3. No, but store aware and will fix
	4. No, but stock due in
	5. N/A Product Unavailable
9. Was there a price ticket for PRODUCT B?
	1. Yes, present on Entry
	2. No, but fixed and present on exit
	3. No, but store aware and will fix
	4. N/A Product Unavailable
10. What was the price? (£X.XX, £X.XX, other, n/a)
11. If other, please give details
12. If ANY of the products are not available, who did you speak to in-store? (please give name or description of person)
13. If ANY of the products are not available, who did you speak to in-store? (please give name or description of person)
14. What product did you buy?
15. Photo of shelf on EXIT
16. Wider photo of XXX aisle showing product on EXIT
17. Photograph of receipt showing purchased products
18. Any other comments or feedback?

Once we have verified this, you will be paid on the next payroll according to your preferences.

Thanks for being a part of the revolution! Don't forget to tell your friends/family about redwigwam.

Many thanks,

**The INSERT BRAND NAME Team**

**PLEASE DELETE THIS SECTION BEFORE SAVING YOUR FILE AS A PDF (remember to reduce the images as max file size is 5MB)**

To get your job loaded & live please log into your account <https://hirer.redwigwam.com/login/>

On your dashboard go to JOBS – ADD A JOB, Select Sector – RETAIL, Select Job Type – MYSTERY SHOPPER,

Select template job - Retail - check, ask & purchase NEW xxxx - complete by xxx - £9.50 + product cost

You will then need to update the job according to your requirement and also ensure you amend the products / pricing in the reporting section too from XXXXs / ABC.

If you need help then please pop onto live chat or email catherine@redwigwam.com