

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

**JOB: RETAILER NAME Promotional check, fix & purchase call on XXX range £9.50/call + product costs (complete XXX)**

**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…

XXXX is currently on promotion at XXXX

We need you to pop into store, check the products are there with the correct promotional price, take photos of them on the fixture, ask for anything missing / highlight to the store any issues.

We'd also like you to buy one to try too!

This needs to be done as a shopper so please be discrete when taking photos.

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

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

For example…..

Product Y on fixture with correct promotional price ticket

You’ll need to speak to a colleague **as a shopper** to understand / rectify any issues.

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

Good quality photos to clearly show the product range and promotional activity

Purchase of XXX units of XXX

**PRODUCTS TO CHECK:**

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

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

***It’s helpful here if you have an image of the display you are expecting, or can give some guidance around what other products may be featured with it***

**REQUIREMENTS OF THE ROLE:**

**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. 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
3. 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)
4. Is there a promotional SEL (price ticket) for the product on the fixture?
5. Is the SEL correct? £INSERT EXPECTED PRICE
6. Was there a promotional price / offer barker or shelf talker to communicate the deal on the XXXX fixture?
7. Take a photo of the XXXXX range on the XXXX fixture.
8. 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’d seen online this product was on promotion and stocked in this 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
9. Tidy up the fixture & then take another picture of the products close up & from a distance so we can see what is around them.
10. Purchase 1 unit / 1 of each (DETAIL HERE WHAT YOU NEED THEM TO BUY)
11. 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. Image of the XXXX fixture on entry whether XXXX present or not
4. Was XXXX present on fixture?
	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
5. Did XXXXX have a promotional price ticket (SEL)?
	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
6. What was the price? (£X.XX, £X.XX, other, n/a)
7. Was XXXX present on fixture?
	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
8. Did XXXXX have a promotional price ticket (SEL)?
	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
9. What was the price? (£X.XX, £X.XX, other, n/a)
10. Was there a promotional price / offer barker or shelf talker to communicate the deal on the fixture?
11. If ANY of the products are not available, who did you speak to in-store? (please give name or description of person)
12. What did they say? Can they look in the warehouse? Can they find the stock for you? When is stock due in? Can they order it for you? Please note full details
13. Photo of XXX range on fixture on exit (tidied up & looking great!)
14. What product did you buy?
15. Photograph of receipt showing purchased products
16. 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 & BRAND NAME

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 - Promotional check, fix & purchase call on XXX range £9.50 + product costs(complete XXX)

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