

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

**JOB: RETAILER NAME data driven check, fix & purchase call for XXXX £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 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…

The store you’ve been asked to visit is showing stock is available but it is has not sold for a number of weeks.

**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 present on fixture with correct price ticket

Good quality photos to clearly show the product and price ticket on shelf

Purchase of XXX units of XXX

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

**ACTIONS IN-STORE:**

1. Check the data below for your store to show you what stock is showing as available
IT IS HELPFUL TO SHARE THE DATA ON THE BRIEF IF POSSIBLE SO YOU THE WORKER CAN SEE THE DETAIL
2. Go to the XXX fixture and check if each of the products is available & has a price ticket – ALL should be available & selling when you leave the store for this to be a successful call
3. Take a photo of the products on fixture on entry as you find it
4. If any products are missing or don’t have a price ticket please ask a colleague if they can help you.

***Scenario 1****: You’ve bought this product in-store before 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?*

***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*

1. Note who you spoke to and record what actions they have taken to resolve the issue
2. Take a photo of the products on fixture on exit
3. Purchase XXX of the product detailed below for your store.

**Use your store number / store name to check which is the priority product for this call & the stock that is in-store**

INSERT DATA TABLE – example below

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **store\_number** | **store\_name** | **sku** | **product** | **Stock showing on system** |
| 823 | Perton | 7973443 | Soda Folk cream soda 4x330ml | 2 |

**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**

INSERT PHOTO OF WHAT A GOOD JOB LOOKS LIKE IN TERMS OF FIXTURE IMAGE



XXXXX products here, full fixture image as shown here is required. Images of products in the adjacent bays are required also.

**REPORTING QUESTIONS**

1. What date did you visit store?
2. What time did you visit store?
3. Photo of XXX range on fixture on entry
4. What was your prime SKU?
5. Was XXX SKU available?
6. Was there an SEL?
7. What actions have been taken as part of your visit to store today?
8. Was XXX available?
9. Was there an SEL?
10. What actions have been taken as part of your visit to store today?
11. Was XXX available?
12. Was there an SEL?
13. What actions have been taken as part of your visit to store today?
14. Who did you speak to in-store – please give their name / description of them if you can’t see name badge
15. What Product did you purchase?
16. Photograph of receipt showing purchased products
17. Photo of XXX range on fixture on exit (tidied up & looking great!)
18. Other comments/feedback for us?

**As part of your reporting questions you will be asked to SELECT WHICH ACTIONS THE STORE HAVE TAKEN AS A RESULT OF YOUR VISIT – PLEASE ENSURE YOU PICK ALL THAT ARE RELEVANT**



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 - DATA DRIVEN - check, ask & purchase - 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