

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

**JOB: Retailer NAME - check, ask & purchase xxxx - complete by xxx - £9.50 + product cost (variety of dates / multiple visits)**

**RETAILER:** Insert retailer name

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

**COMPLETION:**  As per the dates you have booked on the job – please check carefully when to complete

**PAY:**  £9.50 (min we’d suggest)

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

**Please be sure to check the days to complete the jobs, this is to allow for restocks. Please therefore ensure that you stick to the date range of the job that you have booked. DO NOT GO INTO STORE BEFORE THE STATED DATE.**

**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 XXX’s stores and we’re wanting to visit stores to check that the product is in-store and available for customers to purchase.

We’re looking to do weekly visits to stores to ensure that we give the range the best chance of success.

As part of these visits we’d like you to purchase stock to share with family and friends so that they can try it and 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 to share with your family / friends. 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, please find an in-store colleague and ask them for it.
   1. Record response & who you spoke to.
   2. Can they look in the warehouse? Can they order it in for you?
   3. PLEASE NOTE ALL DETAILS.
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. Take the required quantity from the shelf to purchase and take an **AFTER PHOTO** of the shelf **before you leave**
7. **Purchase the amount listed in the job description – if the quantities per variety are not available then please purchase more of the other variety to make up the difference**
8. 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 **XXX** **Fixture 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. How many units of “PRODUCT A”did you buy?
15. How many units of “PRODUCT B”did you buy?
16. Did you purchase the correct quantities required as per the brief
    1. Yes
    2. No - but purchased the correct TOTAL quantities for the brand across the product range
    3. No - not enough stock available
    4. N/A - no product available
17. Photo of XXX range on fixture on exit (tidied up & looking great!)
18. Photograph of receipt showing purchased products
19. 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 of XXXX - £9.50 + product cost (multiple visits / various dates)

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