

# Mystery Shoppers

## We'd really like to know what our customers think of our services

Mosscares Housing uses a system where we often receive ongoing feedback from our customers; this is known as Mystery Shopping.



The process is similar to your own shopping experiences, when buying food, or out with your family visiting your favourite restaurant. Think about a time when you have received good service or bad service, did you let someone know?

Receiving good or bad customer Service from Mosscares is something that we really should get to know direct from our residents. We know that sometimes things can go wrong for us, but we need to know this.

This can only be done by listening or responding to our customers. Mystery shopping is one way that Mosscares can make changes or try to improve the services.

## What do you need to become a Mystery Shopper?

- ✓ Commitment to participate
- ✓ Willing to attend various meetings
- ✓ Time available to visit Mosscares/Mossbank Offices
- ✓ Being open & honest with us
- ✓ Good communication skills

## Equal opportunities to participate

Mosscares are looking to recruit a team of tenant's volunteers who can provide up to 16 hours every 3 months to Mystery Shop for us. You may also need to attend some meetings. We are looking for a number of people from different backgrounds that will make up our diverse team of mystery shoppers. We welcome those from all communities, neighbourhoods, even those who may have a disability.

## What about any expenses?

We will pay out of pocket expenses such as travel to any Mosscares/Mossbank Offices. We can also help meet the costs for child care etc. We will also pay towards the cost of any telephone calls made.

## Do I need any special skills?

No, you do not need any specialist skills. Full training is provided to ensure that you are fully confident to shop. It's also a great way to meet other resident volunteers when receiving the training or attending meetings.



## How Mystery Shopping works?

Mystery shopping involves a group of people pretending to be customers by phone or when visiting a Mosscafe Office. You will be presenting some concerns or questions when contacting us, and then reporting back to Mosscafe on the level of service received.

## Why should you bother?

Mystery Shopping is important to Mosscafe Housing; it shows how we deliver customer service and the way that our staffs deal with our customers face to face or over the telephone. All feedback allows us to measure how well we are serving you and if needed to make any necessary changes to try and improve services.

## Why do we like to use Tenants?

We use our own tenants as 'mystery shoppers', as this adds authenticity to mystery shopping and allows you, our customers, to get involved with improving the service. This also offers value for money for our tenants where we do not have to rely on expensive consultants to do this for us. In return for your time, we give our volunteers vouchers to use in real shops.

If you are interested in becoming a Mystery shopper, please complete the form below and send to us using one our **FREEPOST** envelopes or contact:

Teyei Chollom  
Resident Involvement & Access Officer  
Mosscafe Housing Ltd  
101 Great Western Street  
Manchester, M14 4AA  
Tel: 0161 232 5400  
Email: [involvement@mosscafe.org.uk](mailto:involvement@mosscafe.org.uk)

**I would like to become a Mystery Shopper**

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

Email: \_\_\_\_\_

Would you like to receive other information from Mosscafe Housing about the other Resident Involvement opportunities available? Please tick here

