



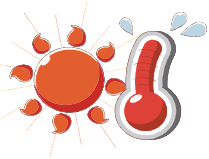
Tips from Quality Assurance

- 1. How to successfully attach receipts/quotes/pictures, etc:** First click on the Browse button on the form where the receipt is to be attached. Next, locate the receipt file on your computer, click on the file and then the Open button. The receipt will then be attached to your report. Attach the receipt just before submitting the shop. Caution: If for any reason you need to make changes to the shop and resave, you may need to reattach the receipt.
- 2. Why we ask for employee descriptions:** Some of you have asked why we need descriptions as well as names—a very good question. It's because sometimes our client's challenge whether the shopper got the name right (e.g.—Sally doesn't work in that location, or on that shift). Then we can quickly provide an employee description, no matter how long ago the shop was conducted or whether we can reach the shopper.
- 3. How our clients use your mystery shop reports:** Some of you are curious how clients use your reports. One of our former employees wrote an article about that so we've provided a link (<http://www.customerperspectives.com/articles/uses-of-mystery-shopping.html>). Remember—clients are usually interested in catching employees doing something right—rather than catching them doing something wrong.

Top Shoppers

The following have been selected by the CP Project Managers and Quality Assurance Specialist as top shoppers for the 2nd quarter. We appreciate all that they do to help us meet our client's expectations.

Judith M.	PA	Ashe H.	CA
Bob B.	NH	Elizabeth P.	NY
Andrea C.	NH	May W.	CA
Huma F.	CA	Linda J.	SC



~ Hot Spots ~

We are in need of shoppers in the following areas. If you or someone you know is interested in working in these areas, please contact Paula. paula@customerperspectives.com

Northern New England: Bar Harbor, **ME**; Portsmouth, Keene, Lebanon and the Lake Sunapee area, **NH**; Bennington and South Burlington, **VT**.

Southern New England: Stockbridge, Springfield area, Leominster area, New Bedford and Orleans, **MA**; Milford and Stamford, **CT**

New York & New Jersey: Ithaca, Yonkers and Castile **NY**; Toms River, Wanamassa, E. Brunswick, Morristown and Cape May area, **NJ**

Pennsylvania & Ohio: Pittsburgh area, **PA**; Elyria, **OH**

California: Morgan Hill, Watsonville, Santa Cruz and Capitola, **CA**

Shopper Conference

There is a mystery shopper conference in Las Vegas from August 15-17. You can register at: <http://tinyurl.com/imscinfo>

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