



10 Tips for E-mailing Schedulers

Each time you send an email to a scheduler or company representative, it is important to remember that you are sending an important piece of correspondence. It isn't just an email, it is a professional "knock on the door" to request a job. If you were applying for a job in person, you wouldn't show up in dirty or mismatching clothes. Why would you send a sloppy email? Here are some details to keep in mind when sending an email to request a potential mystery shopping assignment.

1. Be sure to include your full name and contact details. Even if you are a regular shopper who gets frequent assignments, it is important to provide all details, especially your phone number. If a scheduler has to take time to verify that you are actually a shopper for the company, that will take extra time.
2. Provide all of the requested information in the posting you read. If a scheduler asks for your relevant skills or a range of available dates, it is important to include all the details in your initial email. If the scheduler has several emails asking for the same job and your email doesn't have all the required information, you may get overlooked for the job. Even if you don't get overlooked and the scheduler takes time to ask for clarification, the job could get filled before you receive the email and get a chance to reply.
3. Proof your entire email, including your name. Some shoppers send emails without even capitalizing their own names. When a scheduler sees an email that hasn't been proofed, it is easy to draw the conclusion that the shopper won't take the time to proof the actual report. Shoppers who send neatly arranged emails with adequate information will increase the chances of getting the assignment.
4. Don't overwhelm the recipient with a lot of extra colors and distracting artwork. Smiley faces are cute, but are not appropriate when contacting a scheduler. If you have lots of highlighted details and bright text, you will take away from the actual request.
5. Avoid including the web site of your three other companies and your Avon representative number. It is not appropriate to solicit business when asking for a job. If you have other work related material on your email, the scheduler may question how much spare time you actually have.
6. Make sure that your email address is professional. Actual email addresses have included "Imaloser", "Boring" and other inappropriate words. It is important to look as sincere as possible when contacting a scheduler. Your work email address is not the information to use if you are not allowed to receive personal emails at work or if you change jobs frequently.
7. Emails can seem impersonal at times since you aren't actually talking to the person who can give you work. Sometimes emails aren't the best method of communication. If you have to cancel a job or reschedule due to an emergency, it is better to try to call your scheduler or a company representative first. The scheduler may be busy and not checking emails at the time you plan to send the bad news. Sending an email to bail on a shop without a legitimate reason is easy for some shoppers since they don't feel any consequences from their actions. Calling the scheduler allows you to find another solution to your problem. Maybe you can get a new date for your assignment. That way you haven't changed your shopping status with the company and the scheduler doesn't have to replace you.
8. Your scheduler should not be added to your joke list, your "get rich quick" list or your petition list.
9. Your emails need to look as professional and neutral as possible. It is great to have a spiritual practice in your private life. It is not appropriate to include bible verses or other religious comments on your email signature. You can have a separate personal email if you feel strongly about sharing your faith. It is not professional or productive to have religious or political statements on emails to any mystery shopping company. This is written by someone who has a missionary license and a father who is a minister.
10. With spam being such a problem these days, most shoppers have spam filters on their computers. When you contact a new company, it is your responsibility to add email addresses of someone you want to work with. When schedulers get emails asking to verify who they are and request that they type in a special text to prove they aren't spammers, that takes away from their work days. It is the responsibility of the shopper to include the email information of the scheduler. When a scheduler has to take time to jump through the hurdles of someone's spam protection, most emails will get deleted.

Hot Spots

If you know anyone who lives in the following areas and might be interested in conducting mystery shops, please direct them to the CP website: www.CustomerPerspectives.com

NORTHEAST: **ME**—Biddeford, Portland, So. Portland, Winter Harbor; **NH**—Bedford, Canaan, Epping, Exeter, Hampton, Keene, Lebanon, Manchester, New London, Portsmouth, Rochester, Salem, Somersworth; **VT**—Chelsea, Woodstock; **MA**— Boston, Clinton, Dedham, East Boston, Falmouth, Florence, Georgetown, Holden, Leominster, Manchester-By-The-Sea, Marblehead, No. Billerica, No. Eastham, Rockland, Sterling, Wakefield, Waltham, Wellfleet, Williamsburg, Worcester; **CT**—Jewett city, East Hartford, Milford, New London, Plainfield, Stamford, Stratford, West Simsbury; **RI**—Warwick, Providence; **NJ**—East Brunswick, Morristown, Ocean, Paramus, Short Hills; **DE**—Newark; **PA**— Bethel Park, Butler, Greensburg, McKeesport, McMurray, Murrysville, Natrona Hgts., No. Huntingdon, Washington

SOUTH: **NC**—Durham, Raleigh; **FL**—Weston

MIDWEST: **OH**—Elyra; **IN**—Indianapolis; **MN**—Fergus Falls, Hibbing

SOUTHWEST: **TX**—Kerryville, North Richlands

WEST: **CA**—Aptos, Capitola, Santa Cruz, Scotts Valley, Watsonville

Troubleshooting Tips for Accepting and/or Submitting Shops

If you are having problems submitting shops, accepting visits or working in other areas of Prophet the following may be helpful:

Turn off “Pop-up” Blockers: Prophet does not pop up malicious or advertisement windows, though many pop-up blockers can prohibit the advanced functionality of Prophet from working properly. Most blockers have a method for you to add an “allowed” site. Add the address of the CP Prophet site (www.shopper.customerperspectives.com).

Check your computer for “Spyware”: Some malicious websites install harmful software on your computer that can keep your computer from working properly with advanced websites such as Prophet . Programs are available that can scan and clean your computer of these harmful files.

Turn off or uninstall Norton Internet Security/Norton Firewall: This program directly interferes with some of the features used by advanced websites. Your version of Norton Internet Security/Norton Firewall may allow you to add an “allowed” site. Add in the CP Prophet site (www.shopper.customerperspectives.com).

AOL Users: If you have attempted all of the above and are still having problems, try using Internet Explorer as your web browser. To do this, connect to AOL as you usually do. Then click on the “Start” button, choose “Run...” and type in “iexplore” and press “OK”.

SBC Global Users: The SBC Global web browser has many problems working properly with advanced web sites. It is recommended that you either uninstall the SBC Global browser or use a standard installation of Internet Explorer or Netscape.

We welcome referrals for getting great shoppers. Please tell your family, friends and colleagues about www.CustomerPerspectives.com

Follow us on Facebook. Please like us on Facebook to find special or last minute shops.



<http://www.facebook.com/CustomerPerspectivesMysteryShopping>

Top Shoppers

We like to recognize those shoppers that have demonstrated the best qualities needed for mystery shopping. These shoppers, be they new to CP or veterans, have shown responsibility, quality work and great communication. Congratulations on being selected by our Project Managers and Quality Assurance Specialist as TOP SHOPPERS!

Holly S. Westport, CT

Mashlia D.

Lawrenceville, GA

Marie L Bedford, NH

Robert B.

Salinas, CA

Huma F. Yorba Linda, CA

Jennifer M.

Lindehurst, NY

