



Customer Perspectives praised by Mystery Shopper Magazine

Customer Perspectives states that they are “one of the first and best mystery shopping companies”, having been in operation for over three decades. This MSC started up in 1983, which makes it the longest running mystery shopping company reviewed by Mystery Shopping Magazine to date. This company is headquartered in Hooksett, NH.

Customer Perspectives advertises some of its clients on its website. The company has a variety of assignment opportunities in clothing, automotive services, convenience stores, sporting goods, financial services, competitor shops, and other retail businesses. This MSC states that it has clients all over the U.S.

In addition to responding to email assignment announcements and checking the MSC’s job board, opportunities are also posted on the job board of the Mystery Shop Forum.

Shoppers were very favorable in their opinions about this MSC. Many said that this company is a favorite and one of the best, that it is a reputable, and that it is a good company to work with.

All reported timely and accurate payments. Schedulers were described as flexible, responsive, professional, and accommodating. Reports are not tedious. Feedback from editors is constructive.

Shoppers said that they like the variety of assignments this MSC, but more than a few forum members said that they wished there were ore assignments available.

Time and again, shoppers shared that they have had no issues with Customer Perspectives.

Excerpts from an article written by Ceridwyn

Go Green with Electronic Receipts! We are requesting that receipts no longer be faxed. Scanning and attaching your receipts will help us “go green”. After creating your receipt document, take a look at it to be sure the receipt is readable. Our editors and clients depend on the date/time/location/amount information on the receipt to confirm what is entered on the shop.

Scanning Tips: When scanning receipts (or any type of attachment you are going to upload), please be sure to save them as jpg, jpeg or Bitmap (BMP), and NOT pdf (or tif).

Photo Tips: Set the camera’s resolution (sometimes called “picture quality”) to one of these “Low, Good, Standard, VGA” or a low number like 640 and **not** to anything higher such as “Better, Best, 2M” (for 2 Megabyte) or even bigger.

Attaching Receipts: To attach the receipt, click on the Browse button. Locate the receipt file on your computer, select the file and click on the Open button. If for any reason you need to make changes to the shop and re-save, you may need to re-attach the receipt.



Tips from Project Managers and Editors

General Tips:

- ◆ When responding to correspondence from the CP support team, always include the name of the client, the shop # and the date of the shop.
- ◆ Check your email's spam folder regularly in case emails from the CP support team end up there.
- ◆ If inclement weather is forecasted, check with Project Managers ahead of time if you need to request a date change.
- ◆ When submitting receipts, attach the transaction receipt (store, restaurant, bank, etc.) and **not** your credit card receipt.
- ◆ When contacting any of your Customer Perspectives support team, allow at least 24 hours, not including weekends, between the time you send an email and the time you are conducting your shop. Assisting you is important to us so please include all necessary information in any request you send (your name, shop you are conducting, date you have selected, and a brief recap of your issue or request).

Shop Report Tips:

- ◆ Always read the shop instructions for scenarios and other requirements prior to conducting the shop.
- ◆ Take your time while conducting each shop, just as if you were a 'real' customer.
- ◆ Write up your narratives in the past tense and write in complete sentences.
- ◆ Each comment section should contain a brief paragraph that provides specific details of your interaction and that support your answers/ratings given in that section. Comments are especially important to support any 'No' or low ratings in that section.
- ◆ Comments need to be objective; no opinions unless the report asks for one.
- ◆ Review your report before submitting and correct any spelling or grammatical errors.

* **We welcome referrals for getting great shoppers. Please invite your family, friends and colleagues to visit www.CustomerPerspectives.com**

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

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



HOT SPOTS: If you know anyone who lives in the areas listed and might be interested in conducting mystery shops, please direct them to the CP website (www.customerperspectives.com).

Northeast : **VT** Bethel, Chelsea, Hartland, Norwich, S. Strafford, White River Jct., Windsor, Woodstock **NH** Berlin, Canaan, Enfield, Epping, Exeter, Hanover, Hinsdale, Keene, Lebanon, Lyme, Milford, New London, Newbury, Newport, Plymouth, Portsmouth, Rochester, Somersworth, W. Lebanon **ME** Augusta, Bar Harbor, Biddeford, Blue Hill, Deer Isle, Ellsworth, Lubec, Machias, Milbridge, Mt. Desert, Northeast Harbor, Portland, Rockland, So. China, Southwest Harbor, Topsham, Winter Harbor **MA** Abington, Amherst, Dedham, East Boston, Eastham, Easthampton, Granby, Hadley, Hudson, Marlborough, Northborough, Wellfleet, Worcester **CT** Brooklyn, Canterbury, Colchester, Dayville, East Hampton, East Lyme, Enfield, Groton, Hebron, Lebanon, Lisbon, Mansfield Cntr., Milford, Moosup, Mystic, N Windham, Norwich, Pawcatuck, So. Windsor, Stamford, Stratford, Tolland, Willimantic **RI** Middletown, Newport, Portsmouth, Wakefield, Westerly **NY** Brooklyn, Rochester **NJ** Cinnaminson, Paramus **PA** Corapolis, Gibsonia, Greensburg, McKeesport, Monroeville, Murrysville, No Huntingdon, Penn Hills, Pittsburgh, Sewickley, Washington **DE** Newark **MD** Hunt Valley

Southeast: **KY** Louisville **AL** Montgomery, Prattville

Midwest: **OH** Avon, Cleveland, Elyria, Independence, Lakewood, Maples Heights, Parma, Rocky River, Solon, Stow, Strongsville, Westlake **IL** Crestwood, Forest Park, Joliet, Kankakee **IN** Rensselaer, Whiting **MI** Calumet, Gaylord, Hancock, Ironwood, L'anse, Munising, Newberry, Ontonagon, Traverse City, Wakefield, Wetmore **WI** Grantsburg, Marshfield, Milltown, Neillsville, Siren, Webster **MN** Crookston, Crosslake, Emily, International Falls, Lindstrom, Long Prairie, McGregor, Mooselake, Thief River Falls **ND** Dickinson, Stanley **SD** Mobridge, Volga

West: **CA** Barstow, Capitola, Santa Cruz, Scotts Valley, Watsonville **MT** Glasgow, Havre, Helena **WY** Sheridan

Canada: **BC** Abbotsford, Kamloops, Kelowna, Langley, Nanaimo, Vancouver, Victoria **AB** Calgary, Edmonton, Ft. McMurray, Lethbridge, Medicine Hat, Red Deer **ON** Hamilton Vaughan **QC** Granby, Joliette, Laval, Longueuil, Quebec, Rouyn, Sherbrooke, Terrebonne