



Motivational

MSH

Some Experience **in Numbers**

100+ Programs per year

40+ Changing in motivational system

20+ Satisfied clients

52 Countries coverage

20+ Comparison analysis

Know the facts about how your employees perform their duties

and making additional offers to the clients

What is a Motivational Mystery Shopping?

Motivational MSH is an instrument for the stimulation of employees for proposing additional services and/or products, sales of particular products.

Having an experience in more than 50 unique cases, we provide an unparalleled system of involving your employees in a “game” and motivating them to make additional offers to every single new customer (not every 10).

Mechanics of the Motivational MSH:

- Mystery Shopper visits the location as an ordinary customer and evaluates the quality of the service
- Employee proposes the product/service during the consultation
- Mystery Shopper agrees for the purchase
- Mystery Shopper reveals himself and congratulates the employee on the well performed duties and gives him/her «A Mystery Shopper Gift»
(Gift that was agreed upon earlier)
- Possible Option: in case of unsatisfactory performance by the employee, Mystery Shopper reveals himself and gives him a «postcard with the gift information and options for achieving it.

The Value of Motivational MSH

Openness and positivity

Employees will be more willing to propose additional offers to all customers as they consider this program to be a game of caching valuable bonuses for great performance of their duties.

Instant Service Feedback.

From our Mystery Shopper to the Employee at the moment of the reveal.

Involvement of the Central Office.

By the results of the program we provide you with analytical researches which include recommendations on the future development of your network.

Openness of the Program.

Every employee/manager of the location has an access to online platform of the project, where the results of a particular location can be seen.

Advantages of the Scheduling Worldwide

Motivational MSH Program:

01

Operational start of the program

(start on the 3 days notice).

03

Our Experience

(more than 50 unique cases)

02

Absence of recognition

(low rotation rule and unique experience).

04

Instant feedback

(all the surveys are in the online platform within 24 hours).

Main tasks of motivational MSH



Facilitate and increase additional sales today



Empower loyalty among your employees to the employer and to the brand



Involve all employees, create positive perception of the program totally directed at motivation

Why Scheduling?



Database Of 450 000+
Variety Of Devices



Agile Approach
Day-to-day Scram Sessions



Real World Testing
Realistic measure of product performance



Fieldwork Speed
Quick Interaction



Online Statistics
Statistics Availability 24/7



Target Audience Selection
Unique opinions



POS Readiness Check
Global payment systems



Cheaper Than QA Engineer
Budget cut



Global Coverage
52+ Countries



Data Quality Check
Proofreading, Artefacts and Data quality check

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of Mystery Shopping program and analytical report.

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