



SERVICE MANAGEMENT GROUP

AGENT NUMBER #7724
BATCH D

SURVEY DOCUMENT SECTION 5
#1 Employer of Mystery Shoppers

WALMART STORE SHOPPING ASSIGNMENT INSTRUCTIONS

UPON RECEIPT OF THIS MAIL SEND A TEXT (TEXT FORMAT: AGENCY NUMBER/FIRST NAME/ASSIGNMENT BATCH/DATE TO (440) 265-9659. NB: THE PROVIDED NUMBER IS OUR 24/7 TEXT-SUPPORT CONTACT NUMBER (THIS IS A TEXT-SUPPORT LINE).

We have received reports that Cashiers sometimes have trouble ringing out the store gift cards without requiring the assistance of a supervisor. Hence, you will be evaluating **2 WALMART STORES of your choice in your area**. The envelope contains a check of \$1975.32 which you are expected to cash at your bank. If your bank does not release the cash to you immediately, you are to deposit it so it clears in 24 hours or less. Once it does, you are to deduct your Upfront pay of \$500 while you proceed to the **first Walmart store with \$1000 in order to purchase two (2) Apple Gift Cards worth of \$500 each (\$500 x 2) which makes a total of \$1000 at the first store, while at the second store you are to purchase two (2) Apple Gift Cards of \$200 each (\$200 x 2) which makes a total of \$400 at the second store, you are to purchase \$1400 worth of Apple Gift Cards in total.** (You can also make payment with your Debit/Credit card).

NB: It is important that you remain as discreet as possible; they should not have any idea that you are conducting a survey on them which is the aim and objective of this assignment. Discretion is a big part of the secret shopping survey.

The Gift Cards will be used for your second assignment which you will receive via the mail 48 hours upon completing your first assignment. Details of what to do with the Gift Cards will be communicated to you by your coordinator prior to starting the second assignment. (Keep in a safe place).

SPECIFICATIONS OF PURCHASE

Store One - 2 Apple Gift Cards of \$500 each ... (\$500 x 2 = \$1000)

Store Two - 2 Apple Gift Cards of \$200 each ... (\$200 x 2 = \$400)

EXPENDITURES BREAKDOWN

GIFT CARD PURCHASES:	\$1,400
SALARY/WAGE:	\$ 500
PC BONUS:	\$ 75.32
TOTAL AMOUNT RECEIVED:	\$1,975.32

FAST START SURVEY BONUS

We want our surveys completed quickly and professionally. To encourage this, we have a **\$75** wage bonus for surveys completed within 48 hours of packet delivery. The **\$75** bonus will be paid to you 24 hours after completing your assignment and only if your survey is concluded within 48 hours (2 working days) of survey packet receipt. **BE SURE TO SEND A TEXT AS SOON AS YOU RECEIVE YOUR SURVEY PACKET IN THE MAIL, VERY IMPORTANT!**

WRITING YOUR REPORT

Once your survey assignment is completed, send a text to (440) 265-9659 . and also copy Audit Department **Via Email** confirming your assignment has been completed. Specify the exact amount spent at the store. **Please unseal each card from its packet, send clear picture of each card (front and back) showing all 4 corners with the purchase receipt via SMS to (440) 265-9659 ===== Survey report including the pictures of corresponding front and back of the cards along with the purchase receipt should be sent to the following email address: walmarttutor01@gmail.com**

==GUIDELINES & FORMAT TO USE WHILE WRITING YOUR REPORT==

- (1) On your arrival at Walmart did you undergo any challenge locating the Walmart store?
- (2) What is the outlook of the Walmart stores?
- (3) What is the customer service professionalism at the stores? Did they try to discourage you from buying?
- (4) How fast and efficient was the process of purchasing the Walmart Money Cards?

TASK COORDINATOR- BENITA WOOD

TEXT-(440) 265-9659