

Secret Shopper Questionnaire Spring 2009

Desk: Front Desk (near entrance and exit of McConnell Library)

Your Name: _____

Date of Mystery Shop: _____ Time of Mystery Shop: _____ am or pm

Your question: _____

Answer provided:

Please circle which behavior you observed

As you approached the desk, the employee was	Not busy, and not paying attention to his/her surroundings or customers	Busy, and not paying attention to surroundings and other customers	Not busy, but was paying attention to his/her surroundings or customers	Busy, but still acknowledged my presence
How long did you have to wait before being helped?	More than one minute	Within one minute	I was helped immediately	
Were you greeted promptly? (welcoming smile, Hi, Hello, May I help you, etc)	I was not greeted verbally or with a smile	I was greeted verbally or with a smile after I said hi or hello first	Employee immediately greeted me verbally or with a smile before I said anything	
Did employee seem like s/he wanted to help me?	No, the employee acted like s/he would rather be doing something else.	The employee was pleasant but not overly enthusiastic about helping me.	The employee actually seemed happy about helping me.	
Did employee use courteous language?	The employee was condescending or rude and talked down to me	The employee spoke in a courteous manner		

Were you treated respectfully?	I was not treated with respect	I was treated with respect		
Did the employee make eye contact with you?	No	Yes		
Was employee wearing a name tag or lanyard?	The employee was not wearing a name tag/lanyard	The employee was wearing a name tag/lanyard but it was not completely visible	The employee was wearing a visible name tag/lanyard	
If the employee was unable to help you, did s/he refer you to another desk or person for further assistance?	No	Yes	Not applicable	
While you were being helped, what were the other employees at the desk doing?	The employees appeared to be talking to each other and socializing	The employees were helping others or working quietly	The other employees were listening to see if they could help me, too	No other employees were at the desk

How could the service you were provided be improved? Please be specific. If you were satisfied and do not think the services could be improved, indicate why you think this is the case: