

Mystery Shopping Is Real!

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The "Truth" Behind Mystery Shopping





By
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Introduction

Back in June of 2003 I read an article in the Albany Times Union about an unemployed woman who had discovered the wonderful world of "mystery shopping". The previous month she'd made nearly \$7000. She started doing this the previous summer.

Mystery shoppers get paid to sample a company's service or products and write a report on their experience. For companies, mystery shopping is a popular way of checking on quality.

I've always been aware of mystery shopping but figured most of it was just a scam. At that time I recalled recently seeing a lot of "jobs" for mystery shoppers in the newspaper help wanted classifieds.

I dug one of the papers out and called. Sure enough, they wanted \$40 to sell me a book of large companies that may or may not use mystery shoppers. (I thought to myself "yeah I already have one of those...it's called a phone book!")"

Back to the Internet...

After several hours I found a resource that included a directory of available "mystery shopping jobs" across the country and it was updated daily.

I'm glad I did. I found 6 "jobs" in the Albany area.

One was a job for counting heads at one of those "make tons of money in real estate with no money down" type seminars. Surprisingly, I hadn't heard this seminar was happening but I can certainly count!

I fired off an e-mail to this company and on Wednesday afternoon (one day after reading the article) I was counting up to the number 47 at the Holiday Inn Turf on Wolf Rd.

True, I had to sit in the seminar for 90 minutes but for \$25 it wasn't a bad deal since I was interested in real estate anyway. Interesting side note...an area meteorologist (TV weatherman) was in the audience at this seminar. (interesting to me anyway)

At the same time I found this "shop", as those of us in the industry call it :>), I found a company that shopped a local bank chain, once per month.

I contacted them because they needed a shopper at a bank near where my grandmother was in a nursing home. The handler wrote me back and asked me to go to the web site and fill out the application.

When I completed that I gave her a call.

When she found out where I lived, she assigned me 4 other banks on the spot.

Those four shops paid \$15 each and the one near gram paid \$30 since it was a bit far out in the boonies.

In the meantime, I picked up two other banks that were sort of on my way home from the boonies....another \$15 each.

These bank shops required me to go in and ask for information related to one of the banks products (checking, savings etc.) and report back on my experience.

Here is a sample of what they wanted to know...

- YES NO 1. Were you acknowledged within 20 seconds? (Verbal or non-verbal; look up, smile, nod)
- YES NO 2. Did the representative stand up to greet you and greet you warmly? (Must do both for Yes)
- YES NO 3. Were you offered introductions and a handshake? (Must do both to receive YES Answer)
- YES NO 4. Were you offered a seat?
- YES NO 5. Was the representative friendly, show enthusiasm and seem eager to assist you?
- YES NO 6. Was your name used anytime during your visit?
- YES NO 7. Did they ask questions to understand your current needs?
- YES NO 8. Did they ask questions to uncover your future needs? (education, home loan, retirement)
- YES NO 9. Were the products and services explained to you in an easy to understand manner?
- YES NO 10. Did the representative make it easy for you to do business with them? (if NO explain)
- YES NO 11. Were you offered a business card? (No = Shopper had to ask for it)
- YES NO 12. Were any additional products or services mentioned? If so, what? _____ (i.e., Online Banking, Investments, Overdraft)
- YES NO 13. Did the representative ask for your business or attempt to close the sale?
- YES NO 14. Did the representative sincerely express appreciation or thank you for your business?
- YES NO 15. Did the representative attempt to build a banking relationship with you, personalize the _____ service and make you feel like a valued client?
- YES NO 16. Was your product inquiry completed promptly?
- YES NO 17. Did the representative offer further assistance? (Ex: Is there anything else I can help you with today?)

YES NO 18. Did the representative ask if they could call you to follow up?

Pretty simple huh? 10 minutes was the most I spent in any branch.

I then had to write at least 5 sentences on my overall impressions of the encounter and submit it at the web site.

So that was \$145 from Tuesday to Friday starting from a dead start.

Fast forward to Thursday, November 7, 2013... over ten years later.

I got an email from my buddy Dan in Texas...

On Thu, Nov 7, 2013 at 12:10 PM, Dan <[redacted]@att.net> wrote:

[redacted]

[redacted]

FWIW I made almost \$1,000 last month doing mystery shops. Took about 4 whole days. I say that is ok money. I did it more as a proof of concept. [redacted] are both doing shops now and at their age it works out pretty well to stretch their budget and it fits their lifestyle. Now that [redacted] is 18 he is interested too.

[redacted]

gotta put my Mr. Shuttlebus hat on and I'll be back shortly.

~ Dan

I knew Dan had kept up with mystery shopping since the early 2000s but this was the first time he'd mentioned this type of money in such a short time.

I asked him to call me when he got home.

At 6:04PM the phone rang and I began to grill him about what he'd done.

He told me the company he worked for and while we were on the phone I registered on their website, which was free to do.

While doing that I stumbled on the www.JobSlinger.com site which is a site that aggregates the jobs from many different companies that hire mystery shoppers.



I signed up there too...also free... and was delighted to find a bunch of jobs within a reasonable distance from my home and areas I frequently find myself.

I got my first assignment at 10:04PM that very same night...only four hours after I started speaking with Dan.

from: KS! [redacted] ling.com via leoquinn.com
to: ljq@leoquinn.com
date: Thu, Nov 7, 2013 at 10:04 PM
subject: ** ACCEPTED ** [redacted] (Queensbury, NY)
mailed-by: leoquinn.com

The job was for an oil change which my car had been "dinging" for over the last 1200 miles!

More jobs came in fast...

cj	BARE Assignment Confirmation: [REDACTED] CE Service Evaluation - [REDACTED] (Ballston Spa, NY) -	Nov 10
w	Mystery Shopping ** ACCEPTED ** [REDACTED] (Competitor Survey [REDACTED]) [REDACTED] (Malta, NY) - ** ACCEPTED	Nov 9
K:	** ACCEPTED ** Valet [REDACTED] (Saratoga Springs, NY) - You have been assigned the following Mystery Shop: Valet Park-Vale	Nov 8
K:	** ACCEPTED ** Valet [REDACTED] (Glens Falls, NY) - You have been assigned the following Mystery Shop: Valet Park-Valet (Loc	Nov 8
Li	Mystery Shopping ** ACCEPTED ** Google ([REDACTED]) (Malta, NY) - You have been assigned the following Myst	Nov 8
K:	Marketing Ideas ** ACCEPTED ** [REDACTED] 3055 (Queensbury, NY) - You have been assigned the follow	Nov 7

After the oil change I went over to a hospital to shop the valet parkers.

Over the next week I did 10 jobs and earned \$208.50

I made mistakes.

I felt like an idiot more than once but I proved that this is still a legit way to make some extra money.

Like I did way back in 2003 I figured this is something that my readers would be interested in knowing more about.

However, the resource I recommended back then was nowhere to be found in 2013 which is when I decided to develop my own.

You are reading the result and I appreciate it.

Without further adieu, let's get into it...

What is Mystery Shopping?

Mystery shopping is a key service that is vitally needed. Although there are many people that think that mystery shopping is somehow a scam, it is actually a very real and very profitable way to do the thing that you love the most: shop. Yet, because this is not necessarily a job but a business, you do need to put your best foot forward and you will need to do some work to get started.

You will learn just about everything that you need right here. In fact, this program is full of all of the necessary tricks and tips to get started earning a very good salary right from the start.

Some facts...

- You will earn more if you live in or are willing to drive to larger cities where there are more businesses located.
- You will earn more if you invest time in applying at many companies (which we will talk about more later.)
- You will earn more if you are willing to do more types of mystery shops and are not limited by what foods or places that you like to shop.
- You will earn more if you stay on task, do a great job, follow all instructions to the T and keep all of your information organized.
- You will earn more if you take full advantage of the tips and tricks that we will provide for you right here.

Mystery shopping is a very real business and one that is fundamentally responsible for many of the decisions that a business will make in their customer service programs.

Remember that this is not about a power trip, nor is it about you correcting things that you do not like about the company.

Rather it is about determining if the individual or business is doing just what the company wants them to do.

In other words, one of the most essential things for you to keep track of is that you need to keep your personal opinion out of your reports.

There are many people that mistakenly believe that mystery shopping is nothing more than going into a store or a restaurant and getting paid to shop or eat there.

While this is true, there is more work to it.

If you will be making a business out of mystery shopping and you want to make a decent amount of income from it, there are certain things that you should keep in mind before getting started.

Why Is It Done?

The first thing to take into consideration is why mystery shopping is done.

Since you are soon to be a business owner, you can understand this.

If you were to be in your place of business all of the time, everyone that worked for you would do their job 100% correctly.

But, what if you could not be there all of the hours that it was open? What if your business got so large that you opened other locations?

The problem is that even those that you trust and put in charge may not do their job as well as you would want them to.

As a mystery shopper, it is your job to see if those that are running the business are doing so as the owner of the business would like them to.

If that sounds difficult, it does not have to be. But, before you head out for your first mystery shopping experience, it is essential to realize what is at stake here.

What Happens To What I Report?

Once you begin to mystery shop, you will be required to enter locations, take note of specific things and then be required to report back to the company about what you saw, heard and experienced there.

This information is very important to those that are running the business.

In a sense, you are the eyes and the ears of the company from a customer's point of view. Therefore, they take what you have to say very seriously.

In some businesses, employees receive additional benefits including prizes or bonuses if in fact they do well based on what the mystery shopper says about them.

In other cases, the business owner may punish or subject some sort of negative feedback to the employee that does not do well with his or her shop. But, this should not discourage you from reporting the facts.

In effect, you will not be doing your job or building your mystery shopping business if you do not provide just the facts.

Just the Facts

One of the biggest mistakes new mystery shoppers make that leads them to not getting their business up and running well is not sticking to the facts.

The guidelines for the mystery shop that you are doing are going to be set in stone.

That is, they have laid the foundation for the mystery shop.

If you are to work with them, you need to take those guidelines, follow them to the T and then report back in the proper manner.

If you use opinion rather than fact, you may not get many shops from this time forward. Here is an example...

If you are assigned to enter a location and determine if the location is clean and you answer with, "Although the floors were clean and free from debris, I did not find the promotional material to be beneficial to my tastes."

This is an opinion statement and not effective, beneficial, or worth their money to pay you.

Instead, what you should say is something like, "The floors in the location were clean and free from debris. I noticed the promotional material for this month's sale hanging neatly. The windows were clean and smudge free around the materials hanging there."

This is all fact and has nothing to do with what you think, rather just what is there.

In some cases, the mystery shopping companies will ask you to put in your opinion and then it is fine and even a very important part of the process. But, insure that this is what they are asking before you get started.

Why Mystery Shopping Is Important

Mystery shopping is fast becoming the way that people get raises, the way they are recognized and the way in which a company gears its next promotion, its customer service needs and even the way that they will spend their profits.

Seeing things from the customer's point of view is vitally important to the well being of the company.

If you are creating a business in which you will be doing mystery shopping for various companies, you will want to insure that your standards are just as high as those that the mystery shopping company is looking for in its people.

We will get into what things you should and should not do when it comes to mystery shopping in just a bit.

But, what you need to know is that this is a serious job and it can be quite a profitable business if you invest your time, energy and dedication into it.

Mystery shopping is sure to be around for many years to come. The company that is looking to invest in hiring people to pose as customers is one company that will be better able to see what the customer sees.

Add odd times of the day or night, when the new guy is working or when there is a large rush, they can see just what their customers see and experience.

Here are some things that a mystery shopper will help a business owner to decide based on his or her report about their experience during the mystery shop.

- Did they wait long?
- Did my customers have good service or were the employees rude to them?
- Did my business look good when the customer came in?
- Did we land the sale or did the customer go elsewhere to get it?
- Did my employee follow all of my rules, my policies and did he do his job to the best of his abilities?
- What can my company do better to impress that customer?
- Do I need to use a customer satisfaction program to enhance the way that my employees treat my customers?
- What are my customer's thinking, feeling, seeing and experiencing when they enter?
- Does this employee deserve a raise or promotion?
- Is this store the store that does the best because of its location or because it has great customer service?
- Would I want to be a customer in that store?

All of these things and many more are the foundation of what makes up mystery shopping.

In turn, if you plan to be a successful business owner with a mystery shopping business, then it is vitally important for you to invest the time and the skills necessary in making sure that what you see and do allows the

business to make these types of decisions.

Now that you know what mystery shopping is, you can begin to create a business for yourself from it. We'll show you how.

Can I Really Make Money With Mystery Shopping?

One of the biggest misconceptions about mystery shopping is that you cannot make any real money at it. There are several things that people think about when it comes to mystery shopping.

- They may think that it is fake or somehow not a real business to build.
- They may think that the costs of mystery shopping are too high
- Finally, they do not realize that mystery shopping is very important and not just a fun thing to do. It is crucial to the development of a business and therefore should be taken as such.

If you do what you need to do, do it correctly, and do it often, you will make the money that you set out to make with mystery shopping. The costs are minimal and the benefits are really amazing.

How You Make Money

The question is then, "How do I make money at mystery shopping?"

To make money with mystery shopping, you will need to invest time... in costs for getting you from place to place and for the necessary funds to make any purchases that are required.

Remember that good mystery shopping companies will not require you to pay for working with them. After all, they need skilled mystery shoppers to move around and make their money for them. In other words, do not pay to work with any specific mystery shopping company.

Second, realize that you may have to put out money before you can bring it in. Sometimes it can take 30 to 60 days to get funds in from a mystery shopping job that you have done. So if that's going to be a problem avoid those type jobs at the beginning.

Once you get started and money continues to roll in, it gets much easier.

For this part of the mystery shopping business, consider if you were opening your own little shop on the street corner. You would need to put out money in stocking the location, in hiring the employees and even in renting your store front.

When you are assigned a mystery shopping job, it will be up to you to read through the necessary paperwork and to gather all necessary information before starting.

Once you get to the location, none of your paperwork can come into the location with you.

In addition, you will need to perform any necessary sales dialogue with the store employee to see if they do their job correctly.

Once you have thoroughly completed the mystery shop, you will then come

back to your office or home and enter it into the database provided by the mystery shopping company.

What's important to remember here is that details are what counts. We will get into that more in a just a few minutes but for now realize that you should put in some time providing a detailed report to the mystery shopping company.

Once you do this, you will likely need to show some proof that you were at the location, with a receipt, usually which you can upload to the site.

Again, it can take several weeks to receive payment from your mystery shop and this can be nerve wracking, but once funds start to come in regularly, you won't notice it.

As far as how you will be paid, this is another question that often comes up; each mystery shop company does something a bit different.

You will find those that cut a check to you each month and mail it out. Some will provide for automatic payments into your checking account or savings account.

Still others will pay through Paypal.

Many of the mystery shop companies will only use one method of payment.

Therefore, if you cannot use that method, they may not allow you to work with them.

How Much Will I Make?

The big question that just about everyone wants an answer to is just how much money is out there to be made?

There are several factors that play a role in this number as well as in how capable you will be to getting the shops that you would like to have.

Here are some things that come into play here.

- Some shops will pay you what is called a shop fee. This fee is the amount that they are willing to provide to someone that does the mystery shop for them. It ranges greatly, but you should always learn how much a mystery shop will pay you before you agree to do it.
- Some shops will have a reimbursement. For example, if you are doing a restaurant shop, you may be reimbursed for the meal up to a certain dollar amount.

Now, some of these shops also provide a shop fee while others are just reimbursement for what you spent, but you get a meal out of it as your payment.

- Sometimes, mystery shopping companies cannot get enough people in specific areas to do the shops and they end up placing a bonus onto the shop.

This means that the mystery shop needs to be completed fast, needs to be done without flaw and often needs to be insured it will be completed.

If and when you do these things, you get the extra amount, or bonus, for the shop.

The one rule of thumb to go by, no matter what the shop is, is to know what the exact amount you will be paid for the shop before doing so.

That is, you need to read through the paperwork and the details of the shop before saying you will perform it.

Is Mystery Shopping The Right Business For You?

While every mystery shop is different there are some qualifications that extend to just about every type of shop that you are likely to perform.

Here are some of those qualifications to determine if you have and can provide to have a mystery shopping business.

1. **Detail Oriented.** One of the foundations in mystery shopping is providing a great deal of detail during the shop. You will need to remember things such as the color of the employee's hair, the clothing that they were wearing, where the debris is located in the parking lot and more.

On top of that, you will need to be able to notice these things without being told to do so.

You'll have to look at the area and be able to remember it when entering your mystery shop online.

2. **Solid Writing Skills.** This too is a major factor when it comes to mystery shopping. You will need to be able to communicate all that happened during that shop including all of the details that you have found through writing up a report.

Some reports are question and answers that you will need to go through. Others are more paragraph form in which you will need to provide details. In all forms, you will need to have skills that will allow for detailed, concise, grammatically correct and spelling error free writing.

3. **Capable Of Staying Undercover.** We will give you more tips about this later on in the program but what you need to know is that you will need to stay undercover during your mystery shop. If they have any idea that you are a mystery shopper, you may not be paid for your shop.
4. **Capable Of Conversing.** Many mystery shops will be conducted in such a way as you will need to relate to the salesperson. You will need to go in, talk to them, ask them questions and get to the point where they are asking you for the sale of the item. You will need to be able to naturally talk to these individuals to insure that you are able to do this as a customer would.
5. **Responsible And Trustworthy.** Most mystery shops have a specific day and time that they need to be done.

If you say that you will perform the shop at that time, you will need to do so. Otherwise, the shop cannot be performed as the company requests and the end result is that the company does not get what they want and therefore will not pay for it.

If you take on a job, do it as directed. One tip here, mystery shopping companies will not assign more shops to those that do not do as they say they will.

Things To Think About

There are several things that you should think about when it comes to mystery shopping.

For example, can you afford to put out money for shops and handle not being paid for them for a couple of months?

Now, most mystery shopping companies pay monthly, but some are longer than this.

Again, if this is a concern, hold off on the jobs that require spending money until you have it to spend.

Do you have the time necessary to mystery shop?

You will need to be as flexible as possible with your mystery shopping business. As mentioned, most mystery shops have to happen during windows of time and days.

If you are to accept them, you must have the time available to do so. This includes time to drive to the shop, complete it, drive home and input the shop into the system.

Do you have children?

Some mystery shops will allow and even encourage parents to bring children along for it.

Others, on the other hand, forbid it.

Of course, mystery shopping is something that is different from one company to the next.

Some mystery shopping companies offer a bit more flexibility than others do.

You will be able to learn what the requirements for any shop are before you decide to take it on, though.

Making Your Job Better

If you are to start a mystery shopping business, you will want to insure that it is something that you like to do.

Do you like to shop?

If you enjoy shopping in such a way as you are willing to learn about the company as well as about the employee, it may work.

If you hate to eat out, then you may be restricted here.

If you hate to talk to people in a sales situation (i.e. you hate salesmen) don't take those type jobs

In addition, you should realize that you are simply at the mystery shop to determine if in fact they are doing what the company requires.

You will answer questions about what was provided and to be blunt, your opinion is not as important as the actual facts.

You won't be changing the company noticeably by doing mystery shops, but you will help them to develop a good business from the start.

Getting Started: Tools for Mystery Shopping

You will need to insure that you have all that is necessary before getting started though. You may be thinking, just what in the world do I need to do in order to mystery shop?

There are several key things that you will need to have in place before getting started.

Again, each mystery shop is different and requires a different set of tools. Yet, there are some that are standard throughout the industries that are used regularly.

You will want to make sure before starting your mystery shopping business that you have what it takes to do a great job at it.

What You Need

There are several things that are key to mystery shopping. Here are some to take into consideration.

- **Internet Service.** You will need to get on the web regularly not only to input your data for your mystery shop, but also to apply for new mystery shops. Most of the shops out there are done through the web.

You will need to be able to get online with a secure service. If you cannot count on it, have a backup plan in place as reports that are filed late may not be used!

- Stop Watch. Some mystery shops will require that you have the necessary tools to time an employee. Many mystery shops have to do with the fast food industry in which timing to the very second is crucial.

If you do not have the necessary tools to time it, you cannot provide an accurate detailing of the shop. Therefore, you will find you can't do the shop.

Look for a stop watch that offers ease of use. Your cell phone may offer this functionality as well.

- Paper/printer/ computer programs. You will want to take into consideration several things here.

First, you cannot take with you any of the forms for the mystery shop to the location. Even leaving them in the car can allow someone to spot them, giving you up.

Therefore, having a notebook, preferably one that can be hidden easily will help you to keep details straight.

Second, you will need a printer that prints and preferably scans for sending any receipts or anything else required to prove you did the shop.

Finally, you may also want to consider having a program such as Microsoft Excel (or any spreadsheet program) which will allow you to

track your mystery shops, the amounts that are paid for them, when you receive the funds for them and more details.

This is a key product to staying organized.

OPTIONAL

Although it's in no way required, I like to use a digital recorder on my mystery shops to consult afterwards for anything I might not recall. I'm also able to accurately time things with the recording.

My camera phone also comes in handy for photographing receipts, business cards, the outside of the business or whatever.

In one case I was required to take a picture of the money I was going to use to tip a valet parker.

I also have an app on my Smartphone called DropVox.

This app will do recordings for me and then automatically upload the finished recording to my DropBox account so it's waiting for me back at my home computer when I get there.

DropBox has a free level of service which has always been enough for me. DropVox costs \$1.99 and has been well worth it for me.

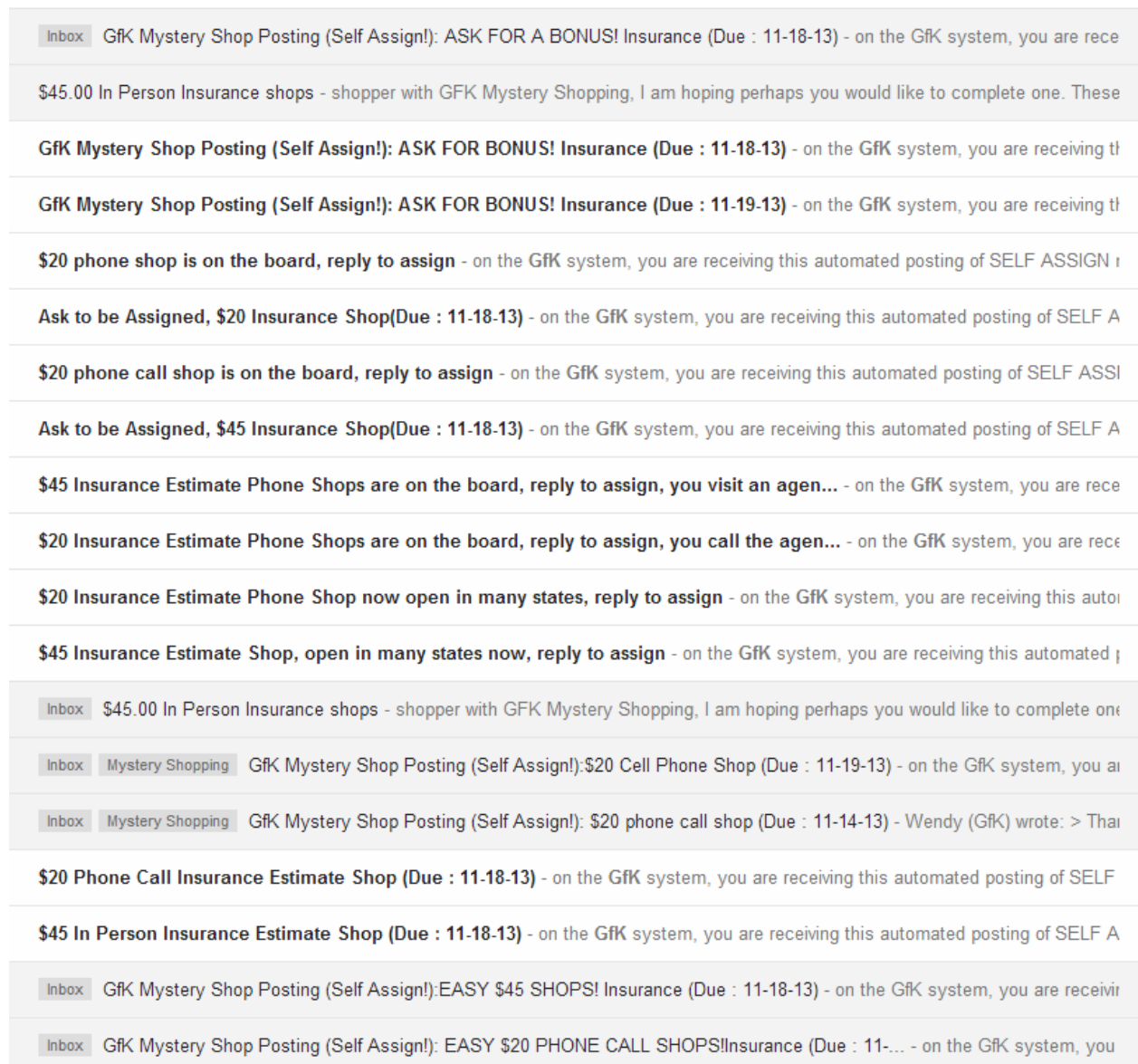
Get a new email address.

I recommend setting up a new email address just for your Mystery Shopping activity. I like to use Gmail but you can use Yahoo, Hotmail or any other address you want.

Why a new address?

Because pretty soon your email box will look like this...!

"Mystery Shopping Is Real" - Leo J Quinn Jr - Copyright 2013



And those emails are just from one company over two days!

Multiply that by a bunch of companies and you're talking a LOT of email.

Of course, you can opt-out of receiving these emails and it's likely you will over time as you develop your favorite companies and jobs.

You can set up a free Gmail account here:

<https://accounts.google.com/SignUp?service=mail&continue=https%3A%2F%2Fmail.google.com%2Fmail%2F&tmpl=default&hl=en>

All the companies you'll be working with will require you to provide a phone number and your home/cell phone is fine but if you'd rather not, you can set up a phone number from Google.

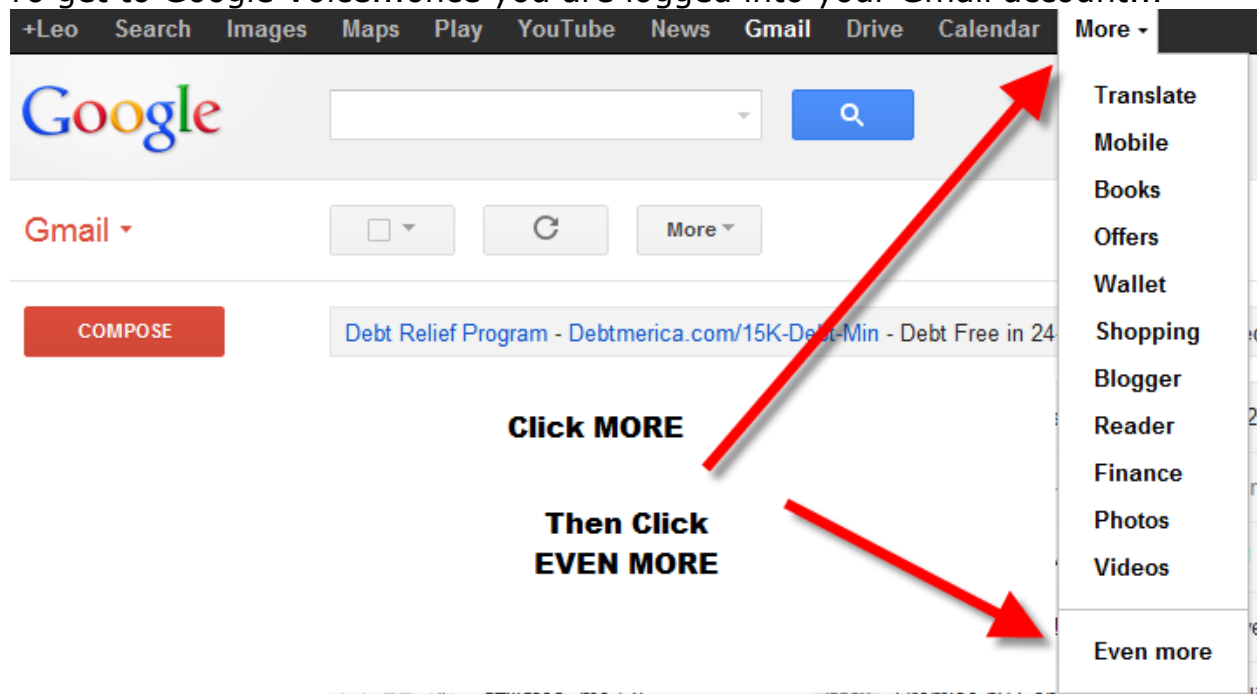
GOOGLE VOICE

This is a free service from Google. All area codes are not represented but yours might be, so give it a try. You do need a Gmail account

Once you get a number from Google you can set up your outgoing voice message.

You can set it up so calls get forwarded to any other phone number or just let the number take messages. Set it up so you get an email when any messages come in and you don't have to waste time checking.

To get to Google Voice...once you are logged into your Gmail account...



Then on the EVEN MORE page look for...



Books

Search the full text of books



News

Search thousands of news stories



Picasa

Find, edit and share your photos

Geo



Google Offers

Get amazing offers at the best places to eat, shop, and play



Maps

View maps and directions



Panoramio

Explore and share photos of the world

Home & Office



Docs

Create and share your online documents, presentations and spreadsheets



Calendar

Organize your schedule and share events with friends



Talk

IM and call your friends through your computer



Voice

One number for all your phones, online voicemail and cheap calling

It's self explanatory from there.

Getting Started: Finding Companies to Shop With

Mystery shopping can be exciting.

This business is one that is laid back, fun to do and allows you the flexibility to control your destiny.

Yet, if you are to make that happen, you will need to insure that you have the necessary affiliations with the right mystery shopping companies.

For this, you will need to learn which companies to work with, how to find new ones, as well as which to avoid using if at all possible.

Over time you'll develop your favorite companies and types of jobs to do.

Until then, at this time I recommend

www.JobSlinger.com



JobSlinger
From the makers of SASSIE

Home | Tools ▼ | My Account ▼ | Help ▼

Search near Advanced Search

ljq@leoquinn.com

Create New Account Login with Facebook

The Best Jobs from the Best Boards... in One Place!

Volition.com
Shopper Forums

MSPA
Trade Association

SASSIE
Software Platform

KSS
International
Scheduling Services



JobSlinger
Always 100% Free!

Find us on Facebook

JobSlinger/SAS!
Fan Page

JobSlinger/SASSIE
Fan Page
Hungry, Shoppers?
Grab a friend, co-worker

Registration is quick and easy and free!



From the makers of SASSIE

password Login

Create New Account Login with Facebook

Home Tools My Account Help

Search near zip or city, state Go Advanced Search

Sign Up For JobSlinger and IC Pro now!!

Email Address

Email

Signup

Password (8 char min)

Confirm Password

Almost There...

Secret Question

Secret Question Answer

Zip Code

Country

I verify that I am at least 13 years old.

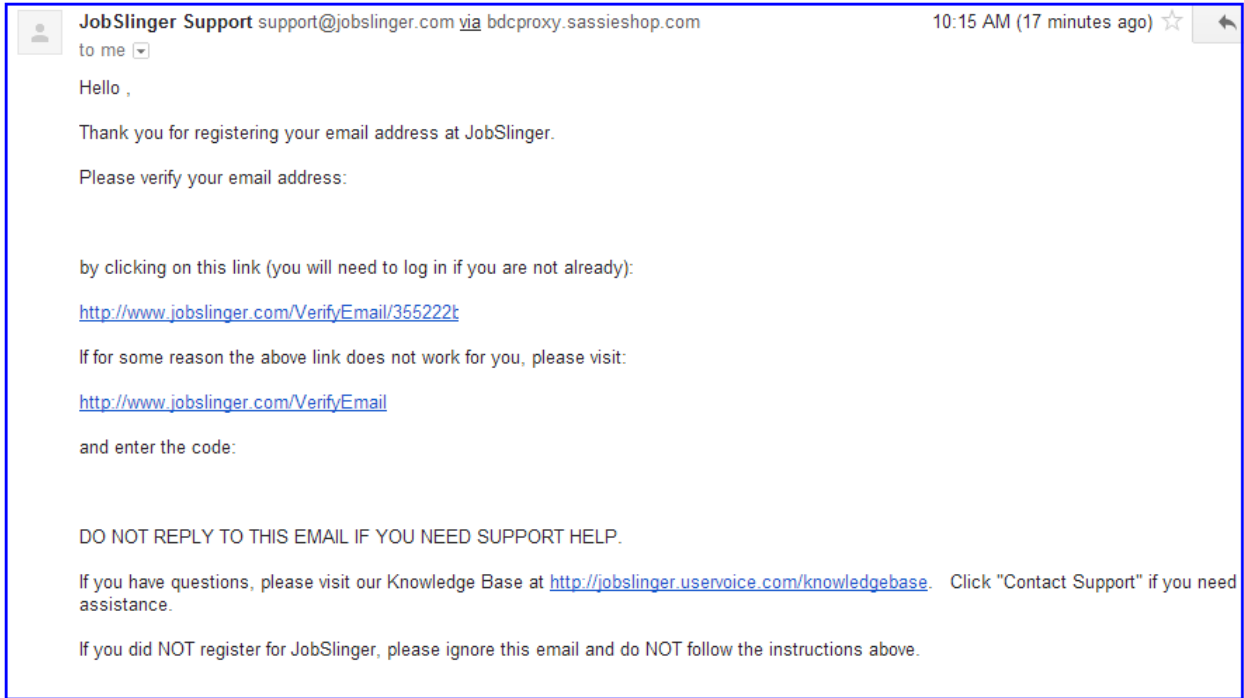
I accept the [terms of service](#).

Next

Welcome to JobSlinger!!

Excellent! You are on your way!
Check your email for a verification code from support@jobslinger.com.
Follow the instructions to apply the verification code, then log in to start using JobSlinger!

You MUST verify your email address in order to use JobSlinger!



It's a very quick and easy process and once you've clicked the link in the verification email you can search for jobs within 99 miles of any zip code.

Search

[Search Jobs](#) | [Search Recruitment Posts](#)

Location *

Within miles of zip

[Search by State/Country](#)

Shop Type

Class

Category

Group similar listings together

Pay

Minimum Pay

Yo
be
PRV
Attr
You
Mon
Sign

Search

Search Jobs | Search Recruitment Posts

New Search Target Express Saved Ta... 17 Near Hom... 63 Big \$\$ 32

SASS-Wat... 38 Add Target

Sort by: **Newest** (dropdown menu)
 Newest
 Pay
 Distance
 Due Date

165 jobs found

Page 1 2 3

Category	Location	Company	Posted	Salary	Apply
Retail - Young Fashion & Accessories 7 mi Saratoga Springs, NY	Beyond Hello		today	\$15* due 11/20	Apply
Shipping Service 2 Locations	BARE International		today	15* due 11/21	Apply
Cell Phone Shop 3 Locations	GfK		today	\$20* due 11/20	Apply
Auto 20 mi Albany, NY	Research Services Group		today	\$65 due 11/22	Apply
Automotive 23 mi Albany, NY	Intellishop		today	\$17 due 11/22	Apply
retail 10 Locations	Sutter Marketing		today	\$12* due 11/26	Apply
Party Store 20 mi Albany, NY	JM Ridgway		yesterday	\$10* due 11/18	Apply
Holiday CASH!! Easy Shoe Shops ***AVAILABLE*** 22 mi Albany, NY	Service X		yesterday	\$16 due 11/21	Apply
Restaurant 7 mi Saratoga Springs, NY	BARE International		2 days old	10* due 11/20	Apply

The result page defaults to jobs made available today, listed first.

You can change that using the box framed in RED above to rank the listings by PAY, DISTANCE or DUE DATE.

I like to search by PAY first to be sure I know about the big money jobs first!

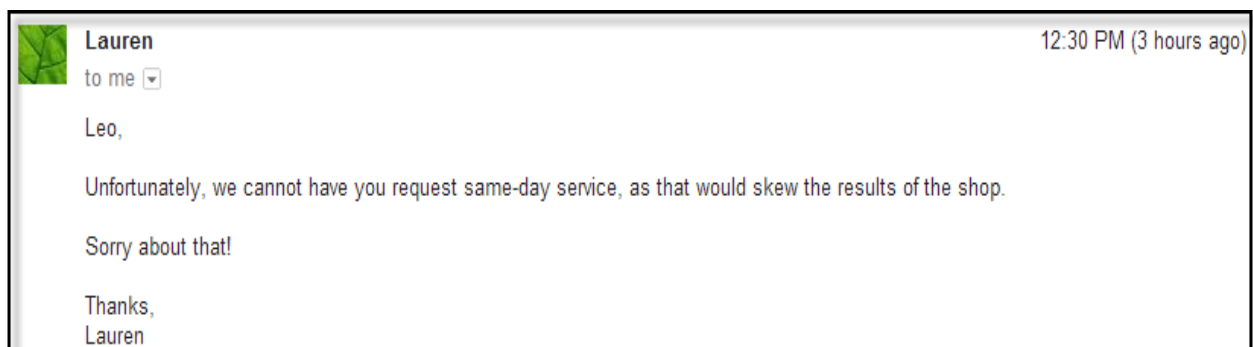
If I know I'll be heading down to the Albany or Schenectady areas (at least 20 miles) in the next day or two, I'll look for any interesting and profitable jobs down that way.

For instance, I'm headed to Schenectady tomorrow and I notice there is a mystery shop available for a dry cleaner.

The pay is \$10 and the reimbursement is up to \$75!

This is not a job I'd ordinarily take because it would not be worth it after gas but since I have to be down there anyway AND I have some dry cleaning that needs doing, I researched it.

I sent an email to the "scheduler" (more on those shortly) to see if this job could be for "same day service" since I won't be back down to Schenectady until I don't know when.



Oh well, it was a good thought and is a good example of how you can make longer trips from your home profitable or at least cover your gas.

My dentist is down in Schenectady so I'll be on the lookout for jobs down there after my next appointment.

The other thing you want to be aware of is the actual company posting the job on JobSlinger.

JobSlinger is actually an aggregator of mystery shopping jobs.

They simply pull data from a bunch of different mystery shopping sites.

In my pic above, the company names are highlighted by the blue frame.

If you're new, you'll have to register with a company before you can accept a job from them.

After awhile though, you'll be registered with most of the better known mystery shopping companies.

SASSIE

All the companies listed on the JobSlinger site use a platform called SASSIE

SASSIE, according to their website "has been the world's premier mystery shopping system since 1998, integrating scheduling, survey collection, reporting and shopper management into a comprehensive web application."

That's a fancy way of saying "we make it easy for mystery shopping companies to have a professional looking website!"

For that reason, you'll notice that the registration process for any SASSIE member companies will be very similar.

Look for the distinctive GO button...

BEYOND HELLO
REFLECTING THE CUSTOMER'S EXPERIENCE

SHOPPER SIGN UP FORM

(This registration procedure is located on a secure server)

Current Shopper?
If you are already a shopper on the Beyond Hello System, please [CLICK HERE](#) to log in.

Not Sure?
If you aren't sure whether you've already registered with Beyond Hello, enter your email address at the bottom of this page and we'll check for you.

New Shopper?
Please review the registration instructions below and then continue.

The registration process is quick, easy and secure.
Every one of our Mystery Shoppers went through this to get started!

Step 1: Move through the introductory screens by entering the required information and clicking on GO.

Step 2: Completely fill out the Basic Registration.

Step 3: Review the Independent Contractor Agreement (ICA). Because you are not an employee of the company, it's helpful to read this document. You must agree to the terms of this agreement to become a Mystery Shopper.

Step 4: Log into your new account and update your Extended Profile information.

Step 5: You're done! Welcome to Beyond Hello!

Check your email for a confirmation from Beyond Hello. *If you don't receive a confirmation, make sure that your email account is enabled to receive email from us.*

You will now start to receive assignment offers. You may also log in as a shopper at www.beyondhello-themirror.com and check the Job Board for assignments.

If you would like to register as a shopper for Beyond Hello, please enter your email address below.

Email Address

GO

C.O.M.O.D.O
AUTHENTIC SITE
SECURED BY SSL

Choose your country...



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Select your Country

United States



And then fill out the application which will be nearly identical for every company using SASSIE...



This registration procedure is located on a secure server. Read our [privacy policy](#).

SHOPPER PROFILE

user: [LOGOUT](#)

Basic Account Information

* required fields

First Name *

Middle Initial

Last Name *

Email *

Password * Password:

Confirm:

Address Line 1 *

Address Line 2

City *

State *

Country * United States

Zip/Postal Code *

Primary Phone *

Cell Phone (if same, reenter)

Receive Email Offers Yes

No (You will NOT receive email offers to apply for shops)

Please Note: By responding no above, you will need to log into our website to check for shop offers.

MSPA Shopper Certification Code [What is this?](#)

Demographic Information

This information is used for the following purposes:

- 1) Some shops, such as a clothing store for tall men, can only be offered to certain shoppers. If a field is not marked as **required***, you will receive more shop offers if you fill it out accurately.
- 2) To report to our clients the quality of service that you (and persons like you) are receiving.

Please Note: Although you may opt out of answering certain questions in this section, it may limit your opportunities for assignments if a client is looking for a specific demographic match.

Birthdate * (month / day / year)

Gender *

Height * ft in

Weight * lbs.

Annual Household Income * \$

Education *

Next you'll be presented with...



BEYOND HELLO.
REFLECTING THE CUSTOMER'S EXPERIENCE

Shop Log My Profile My Apps Job Board Help



This registration procedure is located on a secure server. Read our [privacy policy](#).

SHOPPER PROFILE

LOGOUT

**You have successfully registered as a shopper on the
Beyond Hello system.**

An introductory email has been sent to

**Please click [here](#) to fill out your extended profile to be ready
to start shopping!**

After you have filled out your extended profile

**[Go To SHOP LOG](#)
[Go To JOB BOARD](#)**

And the final step is to fill out your "EXTENDED PROFILE" which tells the company more about you.

Want access to additional interesting shops that have the potential for higher shop fees?



BEYOND HELLO.
REFLECTING THE CUSTOMER'S EXPERIENCE

Answer these questions and become a **Premier Shopper!** The more questions you answer on this extended profile, the better your chances are to be matched with client specifications for special projects. Note: These questions are not required to be a mystery shopper for Beyond Hello; however, they may increase your chances to be selected for certain projects from our very wide range of clients.

Question	Answer
Click here to upload your photo	
Although a photo is NOT required to be a shopper for Beyond Hello, you are encouraged to add a photograph to your profile. Some of our clients require that we have a shopper photo on file when selecting shoppers for their specific programs. Having a photo on your profile may help you be selected for those shops.	
Would you be comfortable role playing and following scenarios with staff members at a very upscale (expensive) store?	<input type="radio"/> Yes <input type="radio"/> No
Would you be prepared to "dress up" appropriately to shop at a high end fashion store?	<input type="radio"/> Yes <input type="radio"/> No
How much did you spend on jewelry or accessories (not counting shoes) for yourself in the last 12 months?	Select One <input type="text"/>
When you need to buy an outfit for a special occasion, what are a few of your favorite stores to shop at?	<input type="text"/>
In the last 12 months, which of the following have you treated yourself to? (Check all that apply.)	<input type="checkbox"/> Manicure/Pedicure <input type="checkbox"/> Facial <input type="checkbox"/> Massage <input type="checkbox"/> Wine with dinner <input type="checkbox"/> Movie or Theater
Please list some of your personal interests or hobbies, e.g., travel, crafts, music, etc.	<input type="text"/>
What are some of the magazines/eazines you subscribe to, or read frequently?	<input type="text"/>
Do you, or anyone in your immediate family, wear prescription glasses?	<input type="radio"/> Yes <input type="radio"/> No
Do you speak a foreign language?	<input type="radio"/> Yes <input type="radio"/> No
If 'yes', please check all that apply.	<input type="checkbox"/> Spanish <input type="checkbox"/> French <input type="checkbox"/> German <input type="checkbox"/> Japanese <input type="checkbox"/> Chinese <input type="checkbox"/> Other
If 'Other' please list other language(s).	<input type="text"/>
Do you follow Beyond Hello on Facebook or Twitter?	<input type="radio"/> Yes <input type="radio"/> No
Please provide a writing sample by giving a narrative of your most memorable shopping experience. (Please provide 5-10 sentences for your narrative.)	
<input type="text"/>	

This is an optional step in most cases but may lead to you getting calls or emails for specific shops you are uniquely qualified for.

This step has to be repeated for any shopping company you want to work for.

NOTE: Don't take the time to sign up for any company until you see them post a job you'd like to do.

Once you get good at it, you'll take two minutes.

TIP: Use the same email address and password to sign up for each mystery shopping company. I do this so it's easy to remember them.

NON-SASSIE Companies

Not all mystery shopping companies use the Sassie platform to run their websites.

That doesn't mean they are any less legitimate.

One of the things you'll discover in registering for non-Sassie platforms is the registration process can be quite different.

In some cases you'll be asked to provide a sample of your writing.

Here's an example...

REQUIRED: Please describe a poor or great service experience

Marital Status: [Choose One] ▼

Race: [Choose One] ▼

Where do you live? [Choose One] ▼

Number of children living with you:

Do you visit Casinos? [Choose One] ▼ How often?

Do you play slots at the Casinos? [Choose One] ▼ Do you play table games at the Casinos? [Choose One] ▼

Are you comfortable to play OR have you played "Live Poker" as part of a mystery shop? [Choose One] ▼

Have you ever visited a horse track or Off Track Betting facility? [Choose One] ▼

Annual Household income: [Choose One] ▼

Highest level of education achieved: [Choose One] ▼

Current position

Do you Golf? [Choose One] ▼

Do you play tennis? [Choose One] ▼

Do you bicycle regularly? [Choose One] ▼

Do you consider yourself to be physically fit? OR do you participate in sports on a regular basis? [Choose One] ▼

If yes, what sports?

Have you ever worked as a Mystery Shopper? [Choose One] ▼

If yes, please explain a little about your experience.

These are some non-Sassie mystery shopping companies that have come recommended by other "Mystery Shopping Is Real" members.

<http://www.a-closer-look.com/BecomeAShopper.aspx>

<https://stratreflections.shopmetrics.com/shopperSignup.asp>

<https://www.applymarketforce.com/index0.aspx>

<https://apply.second-to-none.com/>

<https://evaluator.helionresearch.com/shopper/signup>

<https://www.measurecp.net/shoppersignup.asp>

<http://www.sentrymarketing.com/apply/>

Learning As You Go

As you begin your mystery shopping business, you will be able to learn more and more about it as you go.

That is, you will pick things up as time moves on that will help you to get connected to the right places at the right time.

It is helpful to read all that you can read and to learn all that you can as you go along.

One tool that is invaluable to do is that of learning from other mystery shoppers. You will find that these people are some of the best people to learn from.

They have had experiences, good and bad, with each mystery shopping company out there.

That allows for you to be able to get the necessary answers to your questions, to get the details that you need and even help you to find more mystery shopping companies out there.

How do you find them?

Your search can probably begin and end in the "**Mystery Shopping Is Real**" Facebook group.

You should have been granted access to the group when you invested in this program.

You can also find them by searching the web for mystery shopping boards.

Subscribe to as many message boards that have to do with mystery shopping as you can.

You are sure to find many helpful people willing to give you that extra tip or answer your question fast. Of course, they do this for free!

WARNING - You will find a LOT of whining on message boards. No doubt there is good stuff there but sometimes you'll need to wade through a bunch of negative stuff to find it.

Better to stick with the "**Mystery Shopping Is Real**" Facebook group to get your questions answered.

You can also learn quite a bit about the mystery shopping company just from reading their website.

Sometimes they will even link you to other mystery shopping companies that they work with.

Applying For Mystery Shops

Remember this: You are likely to be competing to get the mystery shop.

That is, there may be several people applying for the same mystery shop that you are. So, you need to do whatever you can to make sure that you are the best provider for that mystery shop.

There are many things that you can do to better enhance the mystery shop as well as your ability to get that shop.

React Fast

One of the most important things for you to do is to react fast when a shop becomes available.

Therefore, the first thing you need to become in the habit of is checking your email.

As you sign up for various mystery shopping companies, they will begin sending you countless emails when shops are available in your area.

If you live in an area that is heavily shopped, then there are likely to be many others getting that email and then, if you do not react fast, you are not likely to get the shop.

Getting Shops When They Are Released

Another thing for you to consider doing is setting up a schedule where you will visit the mystery shop company websites or JobSlinger to search for available shops.

- Visit the mystery shop company's website and find out when shops are released during the month. Some are released throughout the month and others are released just one time per month. Find out when these are done.
- Set up a reminder service in your email program to let you know the day of or the day before the companies that send out just monthly shops are going to be doing so.

This way, you can check the service and get to the available shops before anyone else does.

- For those shops that released sporadically or regularly throughout the month, set up a favorites list on your internet service provider listing each of those addresses for you to reference.
- Visit each morning or each evening, whichever works better for you, and quickly go through and find out if there has been a new release of shops and if so, select those that you are interested in.
- Make sure to keep this updated for new mystery shopping companies that you come across and apply for.

Successfully Applying

First, realize that there are two main things that you can do. Some mystery shopping companies provide self assign mystery shops on their websites.

These are harder to come by, but are definitely good choices if you find them. Remember to act fast here.

If you find a self assign shop, you will be able to instantly get it just by providing your information.

In most cases, though, you will need to actually apply for the shop.

This allows the scheduler the ability to pick the right shopper for it and therefore allows them to insure someone that is qualified gets it.

For that reason, keep these things in mind when applying to these types of shops.

1. Apply as soon as possible as the first qualified person is likely to get the shop first.
2. Make sure that you have a good standing with the company. That is, always turn in your work on time and don't cancel shops often.
3. Make sure that you have your profile filled out and that you have as much as possible in the way of providing your writing skills.

4. Some will request that you answer a strange question, such as, "What's your favorite dining experience?" It is a method of seeing how well you can write. Be detailed and specific and make sure these are always positive!
5. Don't bother the scheduler. Asking if you have gotten the shop will just annoy them. Instead, make sure to just provide the necessary information. If you get the shop, they will tell you, don't worry!

Confirmations

Now, you have applied for the mystery shop, what do you do?

At this point, you will need to wait to hear back to insure that you have received the shop, unless it is a self assign shop, in which case you will want to begin reading through the scenario and getting it done.

But, if you are applying for a mystery shop that must be selected, you do have to wait until you have been assigned for that shop to learn if you have gotten it.

Some of the mystery shopping websites will update this for you; others will just have you wait until they get back to you.

But, once you do hear back that the mystery shop has been assigned to you, make sure you read that email thoroughly.

One of the biggest mistakes that people make is not doing this and they then end up losing the mystery shop.

Why?

Because they did not confirm that they would be completing it. Not all mystery shop companies require this but if they do and you miss it, you are really out of luck here.

Usually, it is as simple as following a link to their website and confirming the date that you will be completing the mystery shop on.

This is a simple process but one that has to be done.

Then What?

Once you have gotten the mystery shop, confirmed it and are ready to complete it, the most important thing for you to do is to insure that you know what is happening there.

Make sure you invest the necessary time in reading through all of the details before you actually head out to the location to do the mystery shop.

Usually, they will tell you right in the email that you have received what is needed and when to do it.

Otherwise, you will want to visit their website and read through the description of the scenario.

If you want to grow your mystery shop business, always know what is expected of you.

The mystery shopping company has the right to disregard your mystery shop if you did not follow the directions and made mistakes.

After all, this makes the shop void with the company and they do not get paid either.

Follow all directions to the T!

Reporting Successfully

One of the most important aspects of your mystery shopping business will be how well you do your job.

If you want the mystery shopping company to come to you time and time again to perform their mystery shops, you need to insure that all details are completed 100% accurately every time.

When you do this, you are insuring your own success.

What should you look forward to? There are several key things.

For example, you first need to insure that you report back on time.

Usually, you will have 12 hours from the time that you have completed your shop to report back about what happened.

Never let this wait beyond 24 hours or beyond the time required by the mystery shopping company.

Here are some additional tips to insure that your mystery shop is received in the best manner possible.

- Read the entire report before you complete your shop to know what is expected of you.
- Never leave out any details. You should fill in all boxes with necessary information as it applies to the mystery shop.
- Usually you will be asked to answer yes and no to questions. But, they will require you to provide additional information in a space below those questions.
- Always provide the necessary information here. Even if everything is “yes” it is still helpful to provide the necessary details here.
- Do not repeat the yes and no questions in your responses.

If they ask, “Where the bathrooms neat and clean?” Do not repeat this in your description.

Instead, say, “The bathrooms smelled good, the counters were clean and there was no debris on the floor.”

- Always use just facts. Facts, facts, facts! No opinions here. Do not say, “She looked cute.” But rather describe the characteristics about the person.
- Always double check your entire report for mistakes, errors or things you left out.
- Submit it on time, every time.

You Are Graded

You may have been out of school for years, why are you being graded now?

Mystery shoppers are graded for how well they perform their shop.

As a mystery shopper, your business hinges on how well you perform your shop. Therefore, make sure that if the company does provide a grading system; that you remain at the top of that system.

You should always insure you are doing your job the best you can to insure that you are getting the grade that you deserve.

Now that you know what the process of mystery shopping will be like for you, it is important to know how to make your mystery shopping business the very best that it can be.

The next chapters will focus on this.

Mystery Shop Certification?

As you journey through the world of mystery shopping, you are sure to come by at least a few companies that will request your Mystery Shopping Certification.

What is this?

The certification that we are talking about here is one in which you will be certified across the board, for all mystery shopping companies to take full advantage of. There are two different types of certifications that you can get.

First there is the silver certification. This is a certification that anyone that is mystery shopping as a business and more than just a habit should have.

The second type is more complex and requires attendance at a convention to obtain. That is the one you will get secondarily and should do if you are serious about your mystery shopping business.

Let's explain this more so for your benefit.

Mystery Shopping Providers Association

The MSPA is an association that you should get very familiar with.

This association is one that works at helping to provide mystery shoppers with the necessary skills, information and even training that they need to be successful at their job.

The best part is that most of what they provide to you is completely free of charge after the \$20 membership fee.

This is an organization that is in place to keep people in the business of mystery shopping and for that reason, if you are building your business, you will want to work with them.

You can visit their website at www.mysteryshop.org. Remember, they are not a specific mystery shopping company in themselves but rather a resource for you to take advantage of as you build your business.

Tip: This website is a growing list of mystery shopping companies as well. Make sure it is one of your first resources for applying to new mystery shopping companies!

Silver Certification

The Mystery Shopping Providers Association provides for both levels of training and certification here. The first one to talk about is the first one you will need to obtain. That is, of course, silver certification.

You will be given an online test of your skills as a mystery shopper. The process is simple but does require that you provide for all of the skills we have talked about here.

Once you are silver certified, you will be given a certification number that you can then use throughout your mystery shopping career.

You will find that some, if not most, mystery shopping companies are now requesting this certification number if you have it.

What does it get you?

By obtaining this certification, you are able to say that you do know what you are doing and you are a great choice for the mystery shopping job you are applying for.

Gold Certification

The gold certification process is much more in depth and provides for a huge amount of training. But, do not let that fool you. It is a very important process to take on for anyone that is looking to make a business out of mystery shopping. You cannot be gold certified, though, until you have gone through the process of silver certification.

Gold certification can be done via an online video training workshop. The cost as of this writing is \$75. The workshop goes through all sorts of training, demonstrations and then you are given a quiz to pass.

Once you do that, you get your gold certification information.

Why Do It?

If we go back to the corner store scenario from the beginning, you will be able to see why it's important. Let's say that you are looking to open a store but you do not have the necessary information to sell food there.

Your governmental agency says that you need a license to sell foods within your store. For that reason, you need to invest in some training and education so that you can, of course, obtain your food license.

This investment into your business is not one that is huge. Both of these certifications are not costly. If you are to take on this added expense, you do get the benefits of being able to get more mystery shops, do a better job

on the ones that you do get, and you will have more confidence and the necessary skills to grow your mystery shopping business to new heights.

The bottom line is that you do not have to have these certifications if you want to have a mystery shopping business.

But, if you do have these skills, you are better capable of providing the necessary foundation of information, the necessary skills and the overall best training to make sure that you are enhancing your business to the highest possible point.

Staying Under Cover Successfully

You are a mystery shopper. Get it...mystery. That means that if in fact your identification is blown, your job is done, over and a waste. It is necessary for you to insure that you always stay under cover when it comes to mystery shopping. Just slipping up a bit can cause you to be found out and therefore lose your mystery shop, possibly for good.

Don't worry. Just because it is possible for you to be found out does not mean it is probable. Most of the time, you won't be as long as you do your job 100% accurately. To help you to learn to stay under cover, we have some great tips to always use on any mystery shop that you venture into and do.

Tips for Successfully Staying Hidden

1. Do not take anyone with you on your mystery shop. They do not have a stake in this shop and therefore, they could easily blow your cover for you. If you do take someone with you, make sure to either keep them in the dark to keep them from doing anything out of the ordinary.
2. Act normally. Pretend as if you are really interested in purchasing that car or that you really are interested in finding the right size shoe. Play the role. Yes, you do need a bit of acting talent here, but it can be quite beneficial to just act as normally as you would for any other type of thing you were doing.

3. Keep your cool. If someone should say to you, "Are you a mystery shopper," learn how to react. For example, you should say something like, "What's that?" or "No, but I have heard they make good money. Do you know how I can become one?" Lead them off into a different direction. Don't even look worried or anxious!
4. Never take anything with you that could give you away such as your paperwork, a noticeable timer or stopwatch, or anything that has to do with mystery shopping. If you need to use these things, make sure that you always keep them out of sight.
5. Not sure how to remember everything? As I mentioned, if possible use your cell phone's record button to remember details of a conversation while holding it in your hand, unnoticeably. Use your checkbook register as a piece of paper to jot down any notes you may have. Use your cell phone's picture abilities instead of a large digital camera assuming the resolution is good enough.
6. Ask questions that would normally be asked. If you do not have specific questions about the product from the mystery shopping company, make sure that you ask something that makes sense. Not sure? Take the time to learn about what you are going to be talking about so that you can have your questions figured out ahead of time.
7. Role playing means taking the time to insure that you have your story worked out. This is especially helpful if and when you are going to be working with a full scenario. Make sure you have something to say when asked. Better yet, use your own situation with those in your family to insure you can keep your story straight.

8. If you have shopped a location recently, try to skip it the next round at least. Some mystery shopping companies will make sure of this. This way, you are not easily identified and found out.
9. Look normal too. That is, you do not want anyone that is going to see you to remember you. Do not wear anything that is going to really stand out. You want to look normal in any way possible. That goes for your actions too. Make sure that you act as normally, but stay low profile.

I'm Caught!

If you do find yourself in a situation where you are revealed as the mystery shopper, you will want to talk to your scheduler right away and discuss what has happened.

You may still be able to complete the shop depending on how you handled it and when they caught you.

Nevertheless, you do not want to just pass it off as nothing happened. This can cause more damage to your profile than it is worth.

Keep In Mind

Remember that those that are working in the establishment already know that they are being watched.

While most people do not look out for the mystery shopper but treat all guests the same way, they may be interested in learning that you are.

Therefore, keep those tips in mind and just act as you normally would. This will allow for you to have no problems throughout your shop with staying under cover.

Keeping Track Of Your Mystery Shopping Business

Let's assume that you are doing all that you need to and you are getting shops in. You are completing them. Everything is rolling along smoothly.

Then, you lose track.

What was I supposed to do today?

You get that awful email from the shop's scheduler only to learn that you did not submit your report on time!

How did that happen?

The fact is that many people that work with mystery shopping have the largest problem when it comes to staying on track with what they have to do and how they will do it.

They work hard and they just lose track of something. It is easy to do when your only form of communication is that of an email!

Working Out Your System

Each of us has our own way of doing the things in our everyday lives. For example, we all know how to wash our laundry yet we probably do it just a bit different than the next guy.

Therefore, we need to do the same thing when it comes to finding your own system to keeping yourself organized and on track.

The fact is that you need to come up with a system, a method so to speak, of keeping yourself on track.

To do this, you will want to insure that you have all that is necessary to accomplish the necessary jobs.

You should also get into the habit of doing things the same way every day so that you do not lose things as you go. Sounds hard? It doesn't have to be.

Here, we will give you some tips and hints to managing your own mystery shopping business.

But, before we can do that, we need to get in place a system that will help you to make all of the necessary decisions when it comes to mystery shopping.

Let's work out your method of organization first for mystery shopping.

Remember that you can change this up to fit with your own specific needs, but this will allow you to have some idea of what to do.

Step 1: Get a Planner

The first thing that you need to do is to get some way of marking all of your mystery shops down.

Do this always in the same method and in the same place. The best way to do this is to get a day planner.

Use it to write down a shop as soon as it comes in so that you can budget your time wisely and know what needs to be done and when to do it.

Remember, as soon as you get a shop, write it down. Keep your planner with you at all times.

Another important tool, if you have it and know how to use it, is a spreadsheet program.

There are many things that can be done here.

First, you can use it to store all of your shops as they come in.

If you are good at programming, you can enter all of the necessary fields for things such as these:

- Shop date and time
- Shop location, city
- Amount you are being paid for the shop
- Date the shop is being sent in
- Date the shop was paid to you
- Mystery shopping company's name and website address
- Scheduler's contact information
- Tally for amount made per month/week
- You can even prioritize them so that when a shop needs to be done today, it is highlighted red as a warning of the due date.

Step 2: The Morning Routine

For most of us, getting up in the morning is already a routine. Whether you stumble out to the kitchen as soon as you wake for a cup of coffee or head to the shower first, you have a routine.

Add in mystery shopping here. You will want to make it a habit to check your email in the morning.

- Find out if any new shops have come in to apply for and do so right then and there.
- Determine if you have gotten assigned any new shops overnight. If so, write them in your planner right away.
- Determine which shops have to be done today, print out any necessary paperwork and plan out when you will do them.
- Determine if you have any questions, problems or other notes to take care of from mystery shopping company schedulers.
- Get your routes planned out for the day to insure you know where any and all locations are located for today's mystery shops.

Many people also take the time to insure that they go through their favorite mystery shop websites and apply for any new leads that may come up.

Since most of the time is spent browsing the web, it makes for a good way to start the day.

Step 3: Perform the Shops

We have gone over just how you need to do your mystery shops, paying close attention to the details and following the necessary instructions to perfection.

Now, how will you keep it all straight?

One way to do this is to take a notebook with you. Make sure you never write anything telling on the outside of it or leave it open. But, keep it in your car.

As you go to your mystery shops, come out of the shop, drive to a nearby parking lot (don't do this at the location!) and write down the details.

Make sure to answer all necessary questions about the mystery shop and to be as honest yet positive as possible.

Some mystery shopping companies do not want you to overload on mystery shops in any one given day.

Some may even limit how many you can do for them in one day.

It makes sense. Too many shops mean that the details are likely to get messed up.

Instead of overloading yourself with mystery shops, make sure you have enough time to input data and to keep track of everything carefully.

Step 4: Input Your Information

Make sure that you put in all of your mystery shops to the mystery shopping company's website correctly.

For some, this is done after each shop is completed. Others will put them together all at the same time.

In any case, you will want to provide all the necessary details of your shop into your system carefully.

Make sure to make any necessary marks when the shop is complete that you have completed in it in your day planner or your spreadsheet if you created one.

Step 5: Nightly Routine

Remember, mystery shopping companies release their shops during all times of the day and night.

Some mystery shoppers will schedule themselves to do the applying for shops once per day.

For others, the evening is another additional time to make sure that you got your applications in for any available mystery shops.

It can also be helpful to go back an extra time about the third week into the month when shops that have not been done now have additional bonuses on them.

Develop a nightly routine in which you can go through and check all of the necessary websites for additional mystery shopping opportunities.

You can then take the time to apply for any new mystery shopping companies that you come up with as well.

In the next chapter, we will give you some tips for managing your mystery shopping business to insure that it is everything that you wanted it to be.

You are sure to find them to help you to hone everything we have talked about right here.

Tips and Tricks To Mystery Shopping Business Success

You now have most of what you need to succeed at getting started with your mystery shopping business.

In this chapter, you will learn how to keep your business growing and prospering well into the future.

The fact is that mystery shopping is a true method of a company getting a first-hand look at how their employees have treated the customer that is all important to their business.

Without them, their doors would be closed, for good. Therefore, you can and you should build a mystery shopping business that propels you into making the amount of money that you want to make as well as helps you to succeed with your life on other counts.

Here, we will talk about the things that you need to know to get started in mystery shopping, but how to maintain a good business throughout your days doing it.

SCHEDULERS

These people work for the mystery shopping companies. Most of them are independent contractors meaning they only get paid if they get people to do the shops.

If you are on the mailing list of the mystery shopping companies these are the people you will most often be getting email from.

At the bigger companies these people may be local to you.

It's their job to get the local jobs scheduled.

They will be the ones answering your questions and once you've demonstrated you're reliable, they might be calling you to schedule some jobs.

It's in your best interest to stay on the good side of these people. They can go to bat for you with clients or pay you extra.

Just yesterday I was awarded an extra \$25 because I scheduled something immediately.

I got lucky last week. I did a post office shop on the WRONG day!

I had it in my mind it was Tuesday, I'd gotten an email reminder from the company Tuesday morning so I did it on Tuesday.

When I went to do the paperwork I discovered it was actually supposed to be done on Wednesday and I'd paid almost \$40 in postage!

Luckily my scheduler changed the due date for me and I didn't lose the reimbursement.

Double-check everything!

The thing about these independent schedulers who only get paid when they get jobs scheduled is that it can lead to a LOT of email in a short time.

As I write this, the NY Schedulers are DESPERATE to get people to CALL and VISIT insurance agents to ask for a life insurance quote.

My mail box has been jammed. I got 15 emails today on this from 3 different schedulers and 8 from one scheduler alone.

I want to stay on this mail list for now so I'll bear with it but it can be annoying.

I snagged one of the CALL shops which required two phone calls and two other questionnaires. The pay was \$20.

I volunteered to do one of the VISIT shops that paid \$45 but was told I could only do one of these type shops.

Honesty and Flexibility

Being honest with yourself as well as with your clients is a crucial step in the process of having a successful mystery shopping business.

You need to insure that you do not take on what you cannot do.

You need to develop a relationship with your business associates, meaning the mystery shopping companies, in such a way as they know that if they give you a shop that it will come back being perfect for them.

Doing your best 100% of the time is necessary so do not promise more than you can or will do.

Being flexible is also a very important aspect.

Although you may not like sports, you may need to do a few mystery shops at local sports shops.

You may not like to drink alcohol, but you are limited to shops that do not require this, then.

The more flexible you can be, the more shops you will qualify for and therefore be able to obtain.

Being flexible with the times that you can mystery shop for the companies is also helpful.

Some may require those late night visits.

Some may be middle of the day shops.

The more flexibility you can give, the better it will be for your business.

JOB POSTINGS

The companies that use the SASSIE system have job posting pages that all look similar...

LOCATION INFORMATION	
Name	
Address	
City	
State/Postal Code	
Phone	

SHOP INFORMATION	
RESTRICTIONS	
You must meet the following qualifications to apply for this shop: * You cannot have shopped the same location within 180 days * Your age must be 20 years or More	

Due Date	11-21-13 (m-d-y)
Do NOT shop before	11-12-13
Hours	Anytime they are open (call for hours)
Days of week	DO NOT SHOP BETWEEN 11/8 thru 11/11

Shopper's Pay	\$ 16.00
Shop Expense Limit	\$ 0.00
Special Expense Limit	\$ 0.00

Shop Comments Hi Shoppers! Service Excellence Group is pleased to offer these retail purchase and return shops. For these locations, you may be either a male or female shopper, or visit as a couple. Please do not take children with you on this shop. **Shoppers may perform one of these shops per month and must wait a minimum of 12 months to perform the same shop at the same location. **WE HAVE AN INCREDIBLY SHORTENED DEADLINE THIS ROUND. PLEASE APPLY FOR ONE OF THESE SHOPS IF YOU ARE CONFIDENT YOU WILL BE ABLE TO PERFORM THE PURCHASE AND RETURN 100% BY THE DUE DATE. In order to successfully complete this visit, you will visit the shoe store, have a sales interaction with a sales employee, and make a shoe purchase (no slippers & no other items). The purchase and return may be made using a credit card, debit card or cash; the refund will be made utilizing the same form of payment, providing the shoes aren't worn and the shopper has the receipt. Your return can be performed 90 minute (1 1/2 hours) to 48 hours AFTER the purchase; no sooner, no later. You will be returning the shoes to the same location from where you purchased them. Both the purchase and return must be done by your due date! This assignment pays \$16, via PayPal. If you don't have PayPal, we are able to pay by check, but you will need to email me directly, AFTER you have submitted your shop. When you do this, please provide your full name

APPLY

Apply for this Shop

EMAIL ADDRESS (home)

PASSWORD

1. Are you able to perform both the purchase and the return during these dates? 2. Do you understand you must wait a minimum of 90 minutes and up to 48 hours to return the shoes?:

Apply for this Shop

Note : This is a shop for the Service X mystery shopping company. Please make sure you are using the correct email and password for your account on the **Service X** system.

If you do not yet have an account with Service X, please [click here to create one](#).

Welcome from Service Excellence Group, Inc.

Update: You may notice that the new "Map" version of our Job Board has been reverted to look of the the original Job Board. This has been done for maintenance reasons - at this time we estimate that the Map version will return on Monday, November 4th. Until then, the fully functional original Job Board is available for your use. Thanks for your patience during this process.

As a charter and founding member of the Mystery Shopping Providers Association, we are often asked to share names and email addresses of reputable mystery shoppers in a variety of areas with other member companies. We consider this to be a benefit to the mystery shoppers in the SEG database as it increases the opportunity of additional assignments.

For information on how to get started as a mystery shopper or to find legitimate mystery shopping opportunities, visit The Mystery Shopping Providers Association's (MSPA) website or the Shopper Headquarters page on our web site at www.serviceexcellencegroup.com

It is our pleasure to partner with you to assist our clients in creating award winning customer experiences.

The Service Excellence Group Team

LOCATION INFORMATION	
Name	
Address	
City	
State/Postal Code	
Phone	

SHOP INFORMATION

RESTRICTIONS

You must meet the following qualifications to apply for this shop:
 * You cannot have shopped the same location within 180 days

If you meet the following qualifications, you can immediately SELF ASSIGN shops to yourself:
 * Your Shopper Rating must be at least 7

Due Date	11-20-13 (m-d-y)
Do NOT shop before	11-01-13
Hours	Call store for hours of operation
Days of week	
Shopper's Pay	\$ 11.00
Bonus Pay	\$ 9.00
Shop Expense Limit	\$ 0.00
Special Expense Limit	\$ 0.00

Shop Comments

**Scenario:
Competitor Sales**

The purpose of the shop is to visit a competitor location posing as a potential customer and inquire about particular products/services.

You will evaluate the overall store appearance, merchandising, and the level of customer service provided by the sales/service personnel.

I have super easy cell phone store shops – no narrative! For these shops you do **NOT** have to be a customer of any of the locations listed. You can complete up to 10 of these shops. Please contact your scheduler if you are unable to assign the shops you would like to complete.

You must take and pass a 13 question quiz before completing this shop. All shop guidelines have been updated so please make sure to review the updated information.


APPLY

This is a Qualified Self Assign Shop. If you click the "ASSIGN" button, you are agreeing to perform this Shop.

There is a limit of 4 shops per individual for this round of shops.

EMAIL ADDRESS (home)

PASSWORD





Pick a date to do this shop: 

Please pick a date between today and 11-20-13 (m-d-y)

INSTANTLY ASSIGN THIS SHOP TO ME
(Look for qualifications on left)

Apply for this Shop

Note : This is a shop for the GfK mystery shopping company.
 Please make sure you are using the correct email and password for your account on the **GfK** system.
 If you do not yet have an account with GfK, please [click here to create one.](#)

LOCATION INFORMATION		APPLY
Name		Apply for this Shop
Address		EMAIL ADDRESS (home) <input type="text"/>
City		PASSWORD <input type="text"/>
State/Postal Code		Which day will you drop off your order? Your due date will be adjusted based on the pickup date you enter in your report.: <input type="text"/>
Phone		Pick a date to do this shop: <input type="text"/> 
SHOP INFORMATION		Please pick a date between today and 11-16-13 (m-d-y)
RESTRICTIONS No restrictions on this shop.		<input type="button" value="Apply for this Shop"/>
Due Date	11-16-13 (m-d-y)	Note : This is a shop for the KSS International mystery shopping company. Please make sure you are using the correct email and password for your account on the KSS International system.
Do NOT shop before	11-08-13	If you do not yet have an account with KSS International, please click here to create one .
Survey due on	11-16-13	Welcome Mystery Shoppers!
Hours	Any Open	Are you on Facebook? KSS International, Inc has a fan page! facebook.com/KSSInc OR You can follow us on Twitter! @KSSINC
Days of week	Within Specified Dates	 Shop Notifier Get shop offers sent to your mobile device for FREE! Learn more
Shopper's Pay	\$ 10.00	 
Shop Expense Limit	\$ 75.00	Please check back often as we post new projects on our job board every day!
Special Expense Limit	\$ 0.00	Do you have any upcoming travel plans? We have TONS of mystery shops available in airports all over the world!
Shop Comments	. Hi Shoppers! Get your dry cleaning/laundry on us with America's Best Cleaners! You will be evaluating the overall customer experience and the timeliness of service. You will be reimbursed up to \$75 PLUS you will receive a \$10 shopper pay! You will need the following items to complete this shop: *Three garments: -2 garments MUST be dry cleaning pieces (ex. Pants, blouse, sweater, skirt) -1 garment MUST be a laundered shirt. This should be a COTTON button-down Men's shirt. *Credit card to pay for the transaction The order is to be picked up no later than 4 HOURS after the promised date and time to assess on-time delivery. If you are planning to drop-off your clothes on the weekend, please call ahead to confirm store hours. Some locations are not open 7 days a week. Do NOT apply for this shop if you are planning to leave town. It will affect the timings if you cannot pick up your items when they are ready. You MUST thoroughly review ALL guidelines and the shopper report prior to starting your shop. Looking forward to working with you! Lauren Cotlar KSS International Inc. For Service Sleuth	Click here to tell us about your travel plans: http://sassieshop.com/bnc.php?M=474&TP=7&S=2982&L=389670&C=5c6cd26caa We look forward to working with you!
Additional Comments		

You get the idea.

When you get to one of these pages, CAREFULLY review the requirements.

Shopper's Pay	\$ 11.00
Bonus Pay	\$ 9.00
Shop Expense Limit	\$ 0.00
Special Expense Limit	\$ 0.00
Shop Comments	<p>Scenario: Competitor Sales</p> <p>The purpose of the shop is to visit a competitor location posing as a potential customer and inquire about particular products/services.</p> <p>You will evaluate the overall store appearance, merchandising, and the level of customer service provided by the sales/service personnel.</p> <p>I have super easy cell phone store shops – no narrative! For these shops you do NOT have to be a customer of any of the locations listed. You can complete up to 10 of these shops. Please contact your scheduler if you are unable to assign the shops you would like to complete.</p> <p>You must take and pass a 13 question quiz before completing this shop. All shop guidelines have been updated so please make sure to review the updated information.</p> <p>This report is easy mostly yes/no and multiple choice questions.</p>

Pay particular attention to the dates and hours...

Due Date	11-21-13 (m-d-y)
Do NOT shop before	11-12-13
Hours	Anytime they are open (call for hours)
Days of week	DO NOT SHOP BETWEEN 11/8 thru 11/11

Usually when you click over to these pages your email address and password will be filled in automatically.


APPLY

Apply for this Shop

EMAIL ADDRESS (home)

PASSWORD

Which day will you drop off your order? Your due date will be adjusted based on the pickup date you enter in your report.:

Pick a date to do this shop: 

Please pick a date between today and 11-16-13 (m-d-y)

Choose the date you want to do the job, make note of any special announcements/requirements and if that's all acceptable to you, apply for the job.

If that's all acceptable to you, apply for the job.

If the job has been around for awhile you'll probably get it.

If something odd happens after you hit "APPLY FOR THIS SHOP" it probably means something is wrong.

In my case I was applying for a shop and it was supposed to be done on the 16th. When I clicked to apply the error message said I needed to apply for this job between now (the 15th) and the 16th...which I was.

I contacted my scheduler and was told that because I had already applied for another job, the system wouldn't let me apply for this one.

Bookkeeping

As with any type of business, you will need to do a bit of bookkeeping.

You will need to know how much you are owed, how much you have been paid and follow up with clients that do not pay you for some reason.

Make sure that you have a Paypal account set up to allow you to receive funds from those companies that only pay in this manner.

Make sure that you are keeping track and marking off when you are paid.

In addition to this, you should install a method of keeping track of your necessary receipts and notes.

Get a file box and place a folder inside for each month of the year.

During that month, place all of your receipts and notes into the file.

When you get back to that month, you can either store them away in a sealed envelope or you can toss them out.

This way, if you need to go back to them for any reason, you can do so easily.

Family Life

One thing that is difficult as far as mystery shopping goes is family life. There is no doubt that you will need to do a balancing act here.

You will need to insure that your family life is not jeopardized by all of the running around you will need to do.

In some cases, your family will be okay to take with you, especially on dinner style shops. Yet, it still can be a bit tricky to handle all that you have to do.

Like any other business, you will need to set your hours and stick to them. If you need to go outside of those hours to meet your clients needs, you do so as if fits with your family and your priorities.

Is it okay to do so?

That is a personal question for you. But, here are some tips nevertheless.

- Give yourself work hours and stick with them. That means blocking out all of those interruptions when you are trying to work at home too.

- Take the time necessary to handle family life and crisis as you need to. Emailing or calling on schedulers often will allow you to get the extra time you need to complete a shop.

As long as this is only done in emergency types of situations, you should be completely capable of getting some flexibility unless they are rush shops.

- Give yourself days off too. Overwhelming yourself with your mystery shopping business will not be good for it. Keep things in perspective of what your life goals are.

Handling the Expenses

We told you there are not many expenses that have to go with starting your mystery shopping business, but there are some things to take note of.

- Keep your receipts as help in tracking mileage that you have used on your vehicle to and from your mystery shopping adventures. In some areas and cases, you will be able to claim those miles on your vehicle for tax purposes.
- Likewise, other expenses may help to count towards this as well. This may include purchases of paper products, fax costs, even fuel costs may count.

To make sure you are handling your financial aspects of mystery shopping business correctly, hire on a tax person to help you to make these decisions wisely.

- Keep track of what you put into the mystery shop and what you get out.

You may find that investing your money into a product that you do not want is not worthwhile if you only are reimbursed for that purchase.

Determine which shops you will do based on how well it will fit within your needs and expenses.

Managing Your Business

You will want to manage your business in such a way as to provide for the very best service possible. You are working for yourself here and creating a business that is all yours. Therefore, conducting yourself in the proper way is always going to be necessary.

- Network with other mystery shoppers out there. Learn from them.
- Remember this very important rule: Absolutely never tell anyone which company shops which locations. NEVER! You can actually lose your contracts with those mystery shopping companies if you are caught doing this. It is confidential information only for you to learn. Company names should never be supplied to anyone else.
- Learn from mistakes and do a better job next time. Being new means making mistakes. But, making the same mistakes over and over is grounds for losing your clients.
- Give yourself the opportunity to succeed and to do well each day that you are working.

Conclusion

If you run your mystery shopping activities like a business, the better chance of success you'll have.

Don't take jobs that pay \$6 and require you to drive 40 miles. A smart business person wouldn't do that unless they were going to be 40 miles away for some other reason.

There is a huge FLAKE factor in this business.

Since pretty much anyone can register with these companies and be assigned a job there are a lot of unreliable people who sign up.

Once you become known as a reliable shopper, you'll get job offers that don't show up on the public boards.

Your mystery shopping business can be as successful as you would like it to be.

While it sounds like there is a lot of work to do, the fact is that once you learn the process, it is easy to do as well as quite fun.

Remember, though, that your success in your mystery shopping business depends greatly on what level of dedication you provide to it.

Many individuals make the mistake of taking on too much. Others take on mystery shops only to not complete them.

The fact is that mystery shopping companies are well known for talking about shoppers and not using those that are not reliable, honest or trustworthy.

If you do not want to be black listed, you'll need to invest the necessary time in making sure your job is done right all of the time.

What you can do in your business is up to you. The goals are limitless and you can achieve whatever is available in your area.

Please keep me posted on your progress.

Best wishes,

Leo Quinn

P.S. PLEASE be active in the Facebook group if you can. You'll get a lot out of it, I promise.