



# Listen to the data.

## **About Shoppers, Inc.**

*Shoppers, Inc. provides clients with a full range of customer experience improvement services, including mystery shopping, customer surveys and customer service training. With more than 25 years of experience, we have the knowledge to help companies build loyalty and repeat business in a variety of industries, including retail, banking and restaurant. Call our customer service experts today to learn how to build your customer loyalty and earn repeat business.*



A better customer experience.

102 North Elm Place, Suite B-1  
Broken Arrow, OK 74012  
(800) 259-8551

**[InsightYouCanUse.com](http://InsightYouCanUse.com)**

## Customer Surveys

Customer surveys offer priceless insight on how customers think and feel about your company, products and the service they receive. With advances in modern technology, standard paper surveys are quickly becoming an antiquated form of effective data collection.

Shoppers, Inc. offers three easy survey options to help you assess your customers' needs:

- **Phone Surveys:** Increase the amount of feedback responses by giving customers the ability to call a toll free number, customized for your company. Shoppers, Inc.'s technology allows you to instantly view customer survey data upon completion.
- **Online Surveys:** Provide a forum for greater lengths of interactive customer surveys with insightful online questionnaires. Online surveys free up your employees' time while collecting valuable data.
- **Mobile Surveys:** Instantly track your customer survey results with easily accessible mobile surveys. Customers can conveniently complete customer satisfaction surveys by using any mobile phone.

Shoppers, Inc.'s customer surveys provide your company with great tools for researching new products and services that result in increased customer satisfaction and loyalty.



# Learn from the experts.

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## Customer Service Training

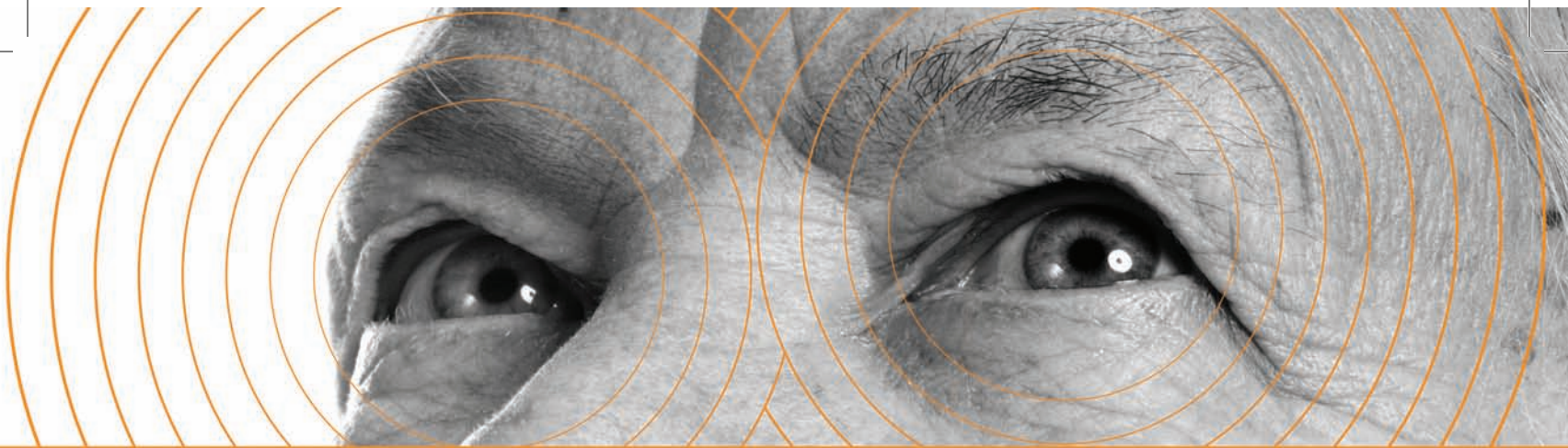
While your company may offer the best products and services, just one rude or indifferent employee can have the power to cancel your efforts. However, exceptional customer service is a result of employees going the extra mile and offering superior assistance. Shoppers, Inc. has a full-circle set of customer service training programs focused on improving customer interactions.

We also offer:

- **Employee satisfaction surveys**
- **Employee performance reviews**
- **Manager reviews**
- **Easy online data collection forms**
- **Trainee evaluations**
- **Call center customer service training**
- **Cost reduction programs**

Shoppers, Inc. also helps clients streamline their customer service efforts with our employee testing software, P.R.I.S.M. Reviews. This service compiles employee satisfaction surveys, employee performance reviews and internal customer audits with mystery shopper and customer survey results to provide a 360-degree view of your customer service skills.





# Look with their eyes.

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## Mystery Shopping

Ever wonder how your customer service rates with consumers? In today's market, customer loyalty comes down to their confidence in your ability to deliver quality customer service. Through Shoppers, Inc.'s mystery shopping services, we can help you identify and improve areas of poor quality service, compare your company with the competition and recognize strong employee performance.

### **Customer Service Audits**

Evaluate your company in terms of employee attitude, general service provided and overall company image through the use of a trained auditor or mystery shopper. Auditors blend in with actual customers and perform reviews on various aspects of their experience with your company.

### **Competitor and Pricing Audits**

Compare your company with its competitors on a variety of issues, including customer service, pricing, merchandising and store layout. Competitor audits allow your staff to better understand the importance of their own customer service and sales efforts.

### **Employee Rewards Programs**

Increase morale and customer service at your company with recognition of exemplary employees. When a mystery shopper reports an employee who is doing well, recognize that person with one of Shoppers, Inc.'s employee rewards.