



Our mystery shopping programs measure the quality of your customer service using our unique observation techniques and role-playing. The result: powerful customer perception information about the following:

- refining your company's customer service standards
- effectiveness evaluation of field training programs
- employee performance tracking between visits
- verification of corporate policy adherence
- delivery of advertising promises
- evaluation and comparison of competitive customer service

Our mystery shopping programs offer:

- highly trained mystery shoppers
- pre and post-program consultation
- concise, accurate and timely analyses and interpretation of results

*"Over the years, Statopex has conducted evaluations in over 25 business sectors across Canada, including: supermarkets, foodservice, petroleum, pharmaceuticals, financial services, renovation, retail sales..."*