

# Craft Supply Shop Mystery Shopper Evaluation Form

## Visit Details

Date of Visit

Time of Visit

Shop Location

Evaluator Name

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## Exterior & Entry

Was the store exterior clean and well-maintained?

Comments

Was the entrance inviting and accessible?

Comments

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## Store Appearance & Organization

Rate the overall cleanliness of the store.

Are aisles clear and easy to navigate?

Are products well-stocked and organized?

Comments

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## Staff Interaction

Were you greeted upon entering?

Did staff offer assistance?

How would you rate staff friendliness?

Did staff have knowledge of products?

Comments

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## Product Selection

Rate the variety of craft supplies available.

Were sale items clearly marked?

Comments

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## Checkout Experience

Rate the checkout speed.

Was the cashier courteous?

### Comments

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## Overall Impression

Overall, how would you rate your experience?

Would you recommend this shop to others?

Additional Comments