

Bookstore Mystery Shopper Audit

Visit Details

Date of Visit

Time of Visit

Store Name/Location

Auditor Name

Store Exterior & Interior

Was the entrance clean and inviting?

Were the shelves organized?

Comments

Customer Service

Were you greeted upon entry?

Did a staff member offer assistance?

Comments

Checkout Experience

Was the checkout process efficient?

Were you thanked for your purchase?

Comments

Additional Comments