

# Hardware Store Retail Mystery Shopper Evaluation Form

Mystery Shopper Name

Date of Visit

Time of Visit

Store Location

## 1. Store Appearance

Cleanliness

Organization

Comments

## 2. Staff Interaction

Friendliness

Knowledge

Helpfulness

Comments

## 3. Product Evaluation

Stock Availability

Product Variety

Comments

**4. Checkout Experience**

Speed of Service

Accuracy

Comments

**5. Overall Comments & Suggestions**