

Mobile Phone Shop Mystery Shopper Inspection Form

Shop Name

Shop Location

Date of Visit

Time of Visit

Shop Attendant Name (if known)

Greeting and Welcome

Were you greeted upon entry?

☐ Yes ☐ No

Comments

Shop Cleanliness & Organization

Was the shop clean and organized?

☐ Yes ☐ No

Comments

Product Display

Were phones and accessories well displayed?

☐ Yes ☐ No

Comments

Staff Knowledge & Assistance

Did staff answer your questions satisfactorily?

☐ Yes ☐ No

Comments

Product Availability

Was your desired product available?

☐ Yes ☐ No

Comments

Upselling and Promotions

Did staff inform you about promotions or recommend add-ons?

☐ Yes ☐ No

Comments

Overall Experience

Overall rating

Additional Comments