

Mystery shopper report card

Practice name: _____
Location: _____
Date: _____
Shopper's name: _____
Services sought: _____
Veterinarian seen: _____
Services rendered: _____ Fee: \$ _____
_____ Fee: \$ _____
_____ Fee: \$ _____

Appearances

What were your impressions of the exterior of the practice, including the sign and parking lot?

When you entered the practice, were you greeted by a receptionist? ☐ Yes ☐ No
Were staff members wearing uniforms? ☐ Yes ☐ No
Did staff members wear name badges? ☐ Yes ☐ No

Did the following employees' appearances seem professional?

Receptionists: ☐ Yes ☐ No
Technicians: ☐ Yes ☐ No
Veterinarians: ☐ Yes ☐ No
Practice manager: ☐ Yes ☐ No

Was the inside of the practice:
☐ Clean and orderly ☐ Untidy but overall clean
☐ Dirty and smelly

Comments: _____

Client service

When you made your appointment, how were you treated on the telephone? _____

On-site, the staff members' attitudes were:
☐ Friendly and helpful
☐ Nice enough, but distracted
☐ Unfriendly and unhelpful

The doctor's attitude was:
☐ Professional and compassionate
☐ Professional, but hurried
☐ Unprofessional, but compassionate
☐ Unprofessional and hurried

Did you have to wait to be seen? ☐ Yes ☐ No
If so, how long?
☐ Five minutes or less ☐ Six to 10 minutes
☐ 11 to 15 minutes ☐ More than 15 minutes

Did team members talk to you about other services, vaccinations, and preventive care your pet may have needed? ☐ Yes ☐ No
Did the staff call you by name? ☐ Yes ☐ No
Did the staff call your pet by name? ☐ Yes ☐ No
Was a technician or assistant in the exam room? ☐ Yes ☐ No

Comments: _____

Client education

Did the doctor use a pamphlet or brochure to help explain products and services? ☐ Yes ☐ No
Did he or she use videos? ☐ Yes ☐ No
Did you receive an exam room report card? ☐ Yes ☐ No
Did the doctor ask if you had any questions or concerns before he or she reached for the door to leave? ☐ Yes ☐ No

Comments: _____

Overall

What were the practice's best aspects? _____

What were the practice's weakest aspects? _____

On a scale of one to 10, with 10 being the highest, how did the practice rate? 1 2 3 4 5 6 7 8 9 10

Why? _____

How could the practice be improved? _____

Spa Mystery Shopper Questionnaire Template

Judd E. Hollander



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