

# Clapp

**MYSTERY  
SHOPPER**

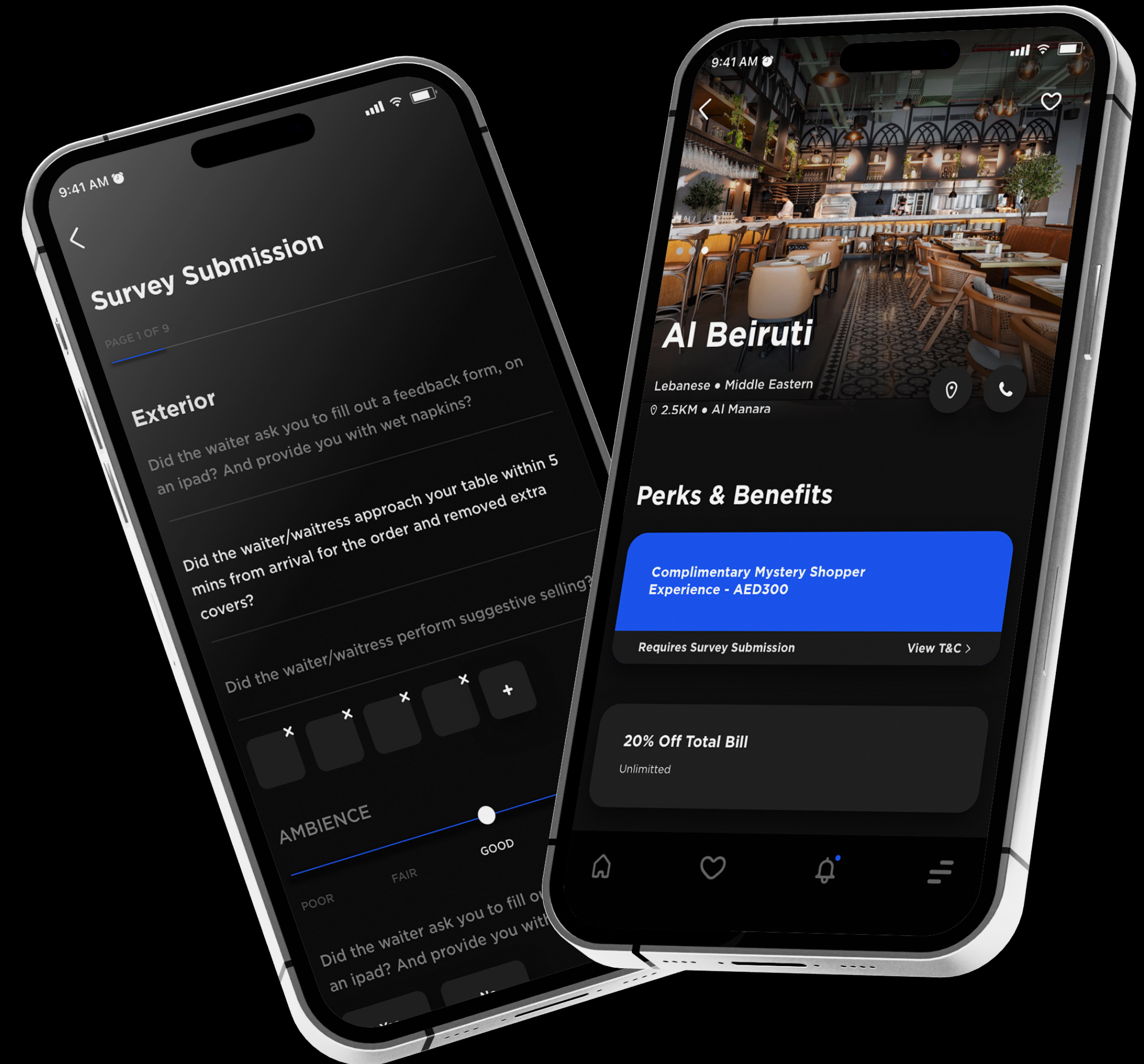
# INTRODUCING

Running a successful business can be a challenging task and it is important to learn how your customers perceive your service, this is where mystery shopping come in.

Clapp's mystery shopping services provide you with the necessary tool to gather unbiased and accurate information to have a better visibility over your sales and customer service decisions.

Clapp's professional & experienced mystery shoppers can visit your business incognito to evaluate various aspects of your customer service, SOPs and sales process.

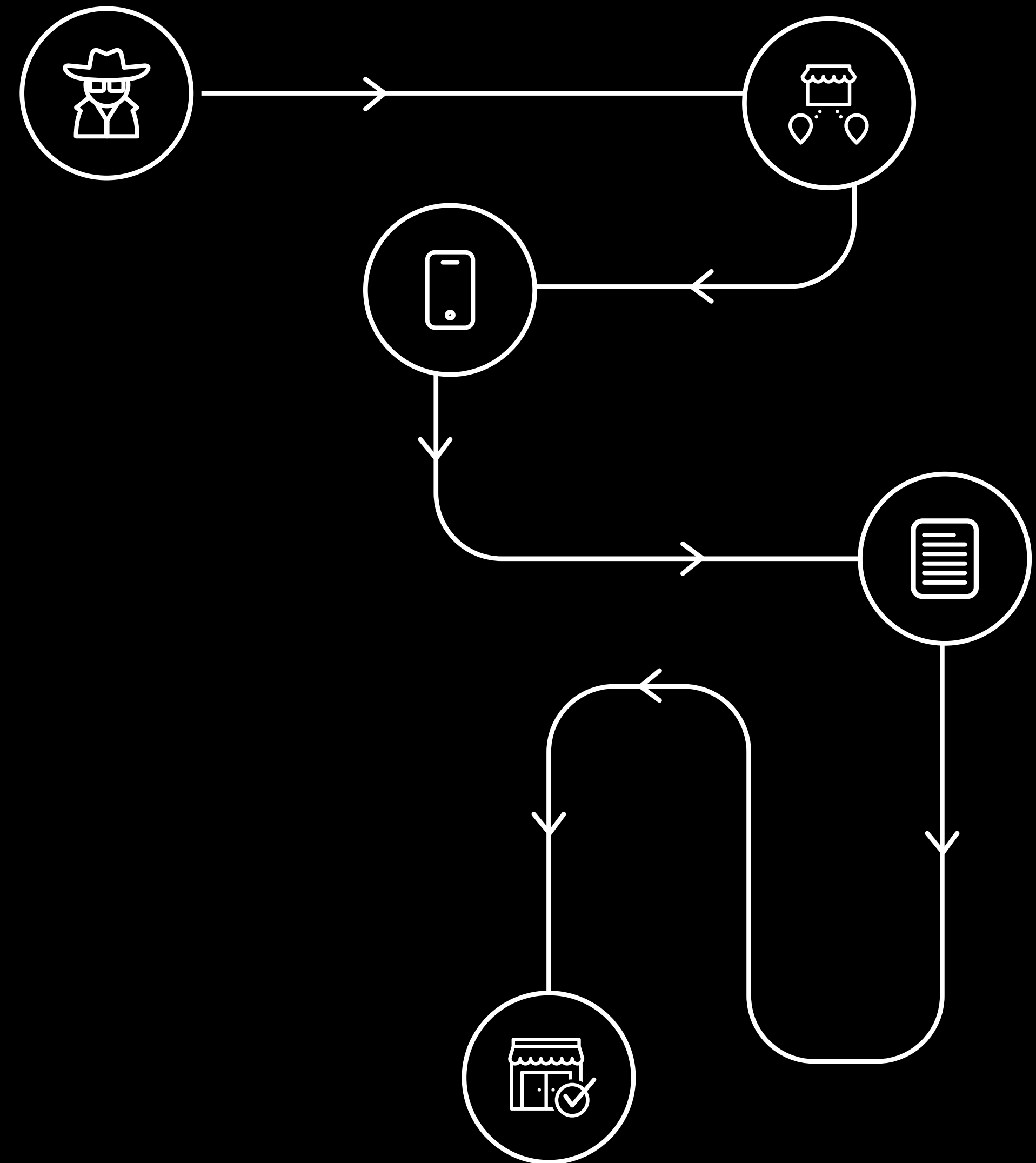
Our seamless mystery shopping services brings powerful reporting tools at your fingertips, helping you identify areas for improvement and measure the success of your standard operating procedures.



## HOW IT WORKS

It starts with questionnaire preparation for Clapp's mystery shoppers to analyze your business performance in an incognito visit to your outlet, then identify and document related tasks, pay their bill and leave. Mystery shoppers then answer provided questionnaire seamlessly on Clapp App.

Clapp's powerful reporting tools will automatically generate a detailed report and send it to your brand representative to take corrective actions.





# WHATS IN IT FOR YOU

Clapp mystery shopper service include:

- In-person evaluations of sales and customer service interactions
- Online evaluations of your website and e-commerce platform
- Customized questionnaire
- Customized evaluation forms tailored to your specific business needs
- Automated mystery shopper surveys with pictures on Clapp's business suite
- Mystery shopper surveys will be scored automatically
- Detailed reports on Clapp's customized business suite
- Real-time data collection and analysis

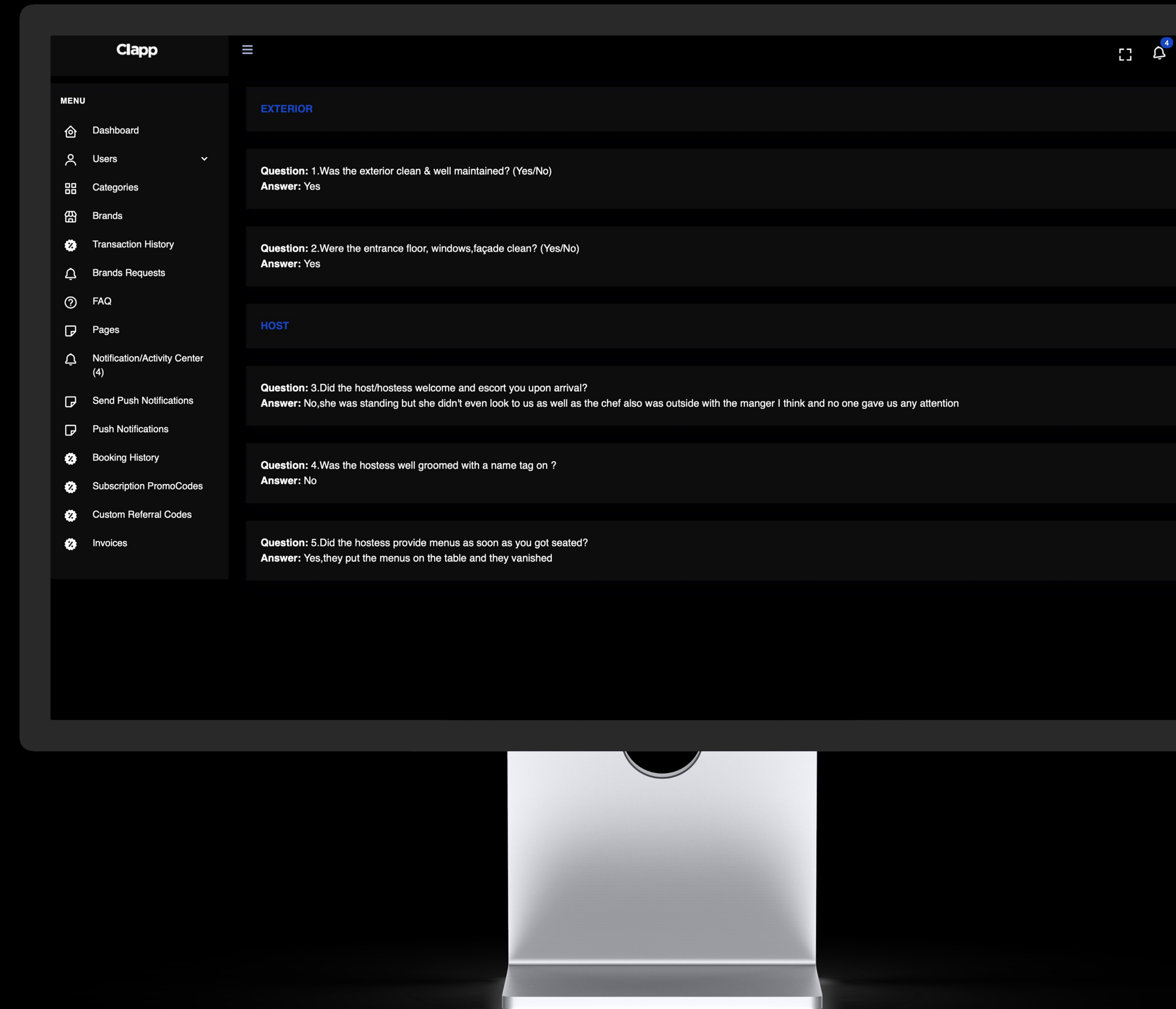
## Pricing

### Description

Two mystery shopper visits per month  
Four mystery shopper visits per month

### Fees

AED499  
AED799



**Clapp**

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