



From Guesswork to Guestwork  
Customer Engagement Specialists

## Ad hoc Silent Customer Visit Terms & Conditions

These visits are to give you a taster of what we do and to give you a snap shot, overview of what's happening in your business at the time our Silent Customers visit.

Please don't be disappointed with your team if they receive a score under 80% or unfavourable feedback. It can take six months to a year of monthly visits for scores to improve as teams learn about the difference between customer service and customer experience.

Should you wish to find out more about committing to a full mystery guest programme, we can talk, in-length, about survey design, reporting, benchmarking, analysis, action plans and pricing.

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### Food and drink to be assessed

**Café / takeaway** – two meals, a coffee and a soft drink (£12.50 SPH)

**Casual dining** - two mains, one or two starters or desserts, two drinks (£30 SPH)

**Formal dining** - two mains, one or two starters or desserts, two - four drinks (£60 SPH)

*Note. We will be unable to carry out a visit if the cost of your average spend per head exceeds the amount the silent customers are expected to order. Please choose appropriately.*

### Surveys / questionnaires

We are unable to send you a blank survey ahead of an ad hoc visit. These surveys have been designed to fit around a standard customer journey for each category of eatery although be mindful that there may be questions that are not applicable to your business. Should you wish to commit to a full programme, surveys are tailored to the specifics of your business and your business goals.



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### Visits

Once we have received payment, we will schedule a silent customer to visit your specified location, during your advertised opening times. We will not tell you when this will be, but we will endeavour to complete the visit as soon as possible and certainly no later than three weeks.

### Reporting

Your visit report will be emailed automatically, as a PDF, once it has been checked by our editors - this will be within 5 working days of the visit being carried out. You will not have access to our reporting portal on an ad hoc visit.

### Payment

We will send you a GoCardless direct debit instruction.

### Cancellations

Visits are still chargeable if the Silent Customer (mystery guest) is unable to carry out a visit that is the fault of your business, such as unexpected closure or cancellation of their booking without notice. If, for any reason, we are unable to send someone out to your location within the specified time frame we will refund your payment.

### Standard terms and conditions

By agreeing to the Terms & Conditions of this document you also agree to our [Privacy Statement](#) and our [Terms & Use of our website/s](#).

