

Mystery Shopping Training Workshop

The aim of this workshop is to introduce residents to mystery shopping, to enable them to practise using scenarios, and to consider how to apply it in partnership with their social landlord.

PROGRAMME

Session 1 Introduction to the workshop and to one another

Ways of getting customer feedback about housing services

Introduction to mystery shopping

Break

Session 2 The practicalities – how to organise a mystery shopping programme

Using scenarios and questionnaires

Lunch

Session 3 Practice session

Break

Session 4 Planning to use mystery shopping – next steps

Course review and finish