

HPBAC **Mystery** Shopping



**Think you're making a good impression?
For only \$60 you can find out.**

Many businesses can be much more successful with just a little more information about what their customers and prospects really experience.

Most employees do what is inspected, not necessarily expected.

Sign up for Mystery Shopping and learn more about your store and your employees. The 2010 shops take place in Spring, Summer and/or Fall. Have your store shopped for the low rate of \$60 and only \$55 for each additional location.

Help YOUR business be more successful through:

- tighter compliance
- better compliance
- better customer service
- more effective selling

You'll receive a detailed, confidential report on your store's performance to compare with your previous results, and with regional, national and North American results.



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"We have found the Mystery Shopping exercise quite informative. With the information from the report we, as a team, are able to sit down and discuss the pros and cons to our sales environment"
Brad Leonard, Renewable Energy of Plum Hollow, Kingston, ON

"HPBAC's Mystery Program is a no-brainer! Amazing value, professional, concise and truly objective feedback with a report from your potential customer"
Andy Cotnam, Advanced Prefabs, Ottawa, ON

"This service is imperative to any business owner or manager. It is the best and most unbiased way to see your business through your customer's eyes." Shelley Wallace, Fireplace and Leisure Centre, Parry Sound, ON

Please complete the form and send it with your payment to HPBAC, PO Box 5422, Huntsville, ON P1H 2K8. We accept VISA or MasterCard by phone 1-800-792-5284 or fax 705-788-0255.

Yes, we'd like to be Mystery Shopped in: Spring Summer Fall

Store Name	Manager	Owner
Mailing Address	City	Prov Postal
Street Address	City	Prov Postal
Phone	Fax	Email
Days Store Open	Store Hours	Report Recipient

Mystery Shopping Fees \$60 per shop for first location \$55 per shop for each additional location

Addresses of Stores to be shopped

Payment Calculation First Store @ \$60 + add'l stores @ \$55 ea x visits = + 5% GST (or HST) = Total =

Method of Payment cheque (payable to HPBAC) charge VISA or MasterCard #

Cardholder Name Signature Expiry Date