

# Mystery Shopping



**Our team of Mystery Shoppers ensure that our customer service is at the standard it should be. As a Mystery Shopper you will work independently to test the service delivered by us. You'll help us review different areas of the organisation and give us your feedback on your experience.**

We'll ask you to mystery shop via phone, email and online. This may test a particular department and their knowledge, or ensure the information provided is accurate and clear. From the feedback you provide, we'll ensure we implement changes to our processes where necessary.

## What you'll be doing:

- To test that Platform's service meets published service standards
- To ensure that the information we publish is accurate and effective
- To make practical recommendations for service improvement

## What we're looking for:

- Positive and neutral outlook
- Ability to think on your feet
- Have a good eye for detail
- Basic IT skills

## Training and support

You will have access to online training to help you carry out the duties expected of a Mystery Shopper, this will include:

- Introduction to Mystery Shopping
- Platform's Customer Commitments

## Level of commitment

The frequency of projects will vary across the year, so we'll keep in touch with you and let you know when a new opportunity comes up. The good news is you can often undertake assignments flexibly at a time convenient to you, in the comfort of your own home.

## What's in it for you:

- Help us to improve and deliver excellent services
- Becoming a more active member of your community
- Get involved in the decision making process
- Meet new people and increase your confidence
- Gain knowledge and learn more about Platform Housing Group

## Our commitment to you:

- We'll listen to all your suggestions and comments
- We'll take your views into account
- We'll let you know how your involvement influenced what we do

We'd love you to get involved, so please complete the form on the Get Involved page <https://www.platformhgeast.com/get-involved/> to register your interest or head to the Platform Communities Facebook [@Platformhgcommunities](https://www.facebook.com/Platformhgcommunities)

Please note our incentive and rewards scheme is currently under review, however we are committed to recognising the contribution made by our involved customers.

CUSTOMER



FOCUS ON DELIVERING RESULTS

**platform**  
●●●● housing group