

# Mystery Shopping

## @CaseTrust

[Employment Agencies]

### Aftersales

24. Did the staff end the visit on a positive note?

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Staff told me on how I could contact the main office if I had any queries, and at the same time, she took down my name and number for any follow-up requirements. She then bade me farewell cheerfully. "Thank you, have a good evening!"

### Advocacy

25. Based on your overall experience (in terms of the various service attributes), will you return to this Employment Agency? Why or why Not?

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

The staff here is very matriculate and careful, so I am not worried that I would end up paying extra "fees" that is not already documented in the brochure. Furthermore, the staff here was willing and able to help me with my needs.

26. Based on your overall experience (in terms of the various service attributes), will you recommend this Employment Agency to someone else? Why or why Not?

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

I definitely recommend this maid agency to anyone I know who needs a maid, because this company demonstrates a high standard of professional service, and a commitment to quality.

27. Please share any other qualitative comments you have.