

## Mystery Shoppers Volunteer Role Profile

Suffolk Libraries' aim is to make life better. A visit to a library should, at the minimum, be a positive point of someone's day. The Suffolk Libraries commitment is to deliver the highest standards of customer care to all people who interact with the different parts of the service. Good customer service is at the heart of our organisation.

Mystery shopping is used by brands and businesses across the globe to benchmark how well they're performing for their customers. A Mystery Shopper is a person who poses as a real customer whilst assessing the customer service provided by a company or organisation. It is an easy way to 'health check' an organisation and its teams in a low-key way. A mystery shopping role can be either a face to face visit or even involve making telephone calls.

We are looking for people who enjoy visiting the library and are able to evaluate key areas such as customer service, presentation of the library and service knowledge through various means.

### **Commitment:**

Ideally a commitment of 2 to 3 hours per month, visiting 3 or 4 libraries on a 3-monthly rota, within a 15 - 20 mile radius.

### **Key Elements of the Role:**

Working under the direction of the Head of Service Delivery, you will be given everyday scenarios/questions to ask during a visit to the library. The mystery shopping experience will be in 2 parts: library visit and telephone call. Other parts to the role involve:

- Undertaking any appropriate online training
- Agreeing to our volunteer terms and conditions
- Working with the Head of Service Delivery to meet the Mystery Shopper programme requirements.

### **Person Specification:**

We are looking for volunteers who:

- Are reliable and punctual
- Are able to maintain confidentiality
- Have access to appropriate private or public transport to undertake programmed visits.

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- Can demonstrate sufficient time and flexibility to carry out the role of a Mystery Shopper for a minimum of 12 months
- Have excellent listening skills
- Are computer literate and have good telephone skills
- Are able to communicate well both orally and in writing.
- Can demonstrate an independent and impartial view.
- Are committed to helping libraries and our customers.
- Are 18 years of age
- Able to work on their own initiative

If you are interested, please contact [krstal.vittles@suffolklibraries.co.uk](mailto:krstal.vittles@suffolklibraries.co.uk) or [diane.moore@suffolklibraries.co.uk](mailto:diane.moore@suffolklibraries.co.uk) for further details.