

SMP Consultancy Ltd
87 Godmans Lane
Marks Tey
Colchester
Essex
CO6 1XA



Mystery Shopper – Person Specification

Factor	Essential	Desirable
Knowledge	Knowledge & understanding of disability access issues Knowledge & understanding of BS 8300, BS9999, Part M of the Building Regulations, PAS 78 & "The Sign Design" specifications issued by the RNIB Knowledge & understanding of customer service issues	
Experience		Experience of carrying out assessments or inspections Mystery Shopping experience

Any personal data herein are processed in accordance with the Data Protection Act 1998.

Registered address: 87 Godmans Lane, Marks Tey, Colchester, Essex, CO6 1XA.
Registered in England and Wales – Registration No: 05421888 VAT no: 926 0375 29

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Mystery Shopper – Person Specification

Factor	Essential	Desirable
Skills & Aptitudes	Ability to read & write English competently Effective English speaking skills Ability to write reports Computer literate including effective word processing skills Ability to manage own workload	
Personal Attributes	Practical & reasonable approach when dealing with issues Ability to get on with people from different backgrounds Calm disposition especially when dealing with difficult situations Ability to remain professional at all times, & not be easily influenced	
Circumstances	Travelling required Requirement to be flexible & adaptable to suit the needs of clients Requirement to register as self employed	

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