

Mystery Shopper Criteria

To become a Disability West Lothian Mystery Shopper, you must meet all of the following criteria:

Age Requirement:

All Disability West Lothian shoppers must be 16 years of age or older.

Ability to Remain Anonymous:

When performing an assignment, you must not reveal yourself as a mystery shopper unless you are instructed to.

You can take any assignment guidance notes with you on your visit but you need to make sure they will not be visible to the employees or other customers. If you need to make notes, please do so discreetly places such as toilets or inside your car where you will not be noticed. You can record information in any format that is most convenient for you i.e. audio, video or any other format that suits you.

Reliability:

Disability West Lothian requires all shoppers to be reliable and self-disciplined.

It is important that your feedback is returned to us as soon as possible after your assignment (preferably within 24 hours) so as it can be recorded accurately. If you require assistance to do this, please let us know and we will support you to do this.

If you are unable to carry out an assignment due to an unexpected circumstance, please contact Disability West Lothian right away.

Honesty, reflecting positive and negative experiences:

Under no circumstances should offensive answers be given on reports.

**If you believe you meet the above criteria
please get in touch with us on:**

Tel: 01506 774030

Or

Email: enquiries@dwl.demon.co.uk

Or Send us a private message on **Facebook**

Making Equality Real Mystery Shopper

Calling on West Lothian residents who have a disability Background

We are developing an exciting new piece of research focusing on the services in and around West Lothian – and we need your help. It's about local people with disabilities carrying out local research and using those experiences to highlight good practice, tackle discrimination and improve all our lives.

With your help Disability West Lothian would like to shine a light on the situation in West Lothian, break down the barriers experienced by people with disabilities.

About being a mystery shopper

Q: What is a mystery shopper?

A: A mystery shopper is a person who poses as a real customer whilst assessing customer service levels provided by a company or organisation. You must not reveal yourself as a mystery shopper.

Q: What does mystery shopping involve?

A: A mystery shopping 'assignment' can be a telephone call, email, letter, website survey, face to face visit or home visit, the list is very long. Disability West Lothian Mystery Volunteers will be asked to complete two assignments:-

- To record one of your regular everyday activities.
- To record your experience on a new activity.

Q: What is the minimum age to become a mystery shopper?

A: There is no minimum age. If you are under 18 years we will need to obtain formal agreement from your parent or guardian.

Q: Will I get paid for being a mystery shopper?

A: There is no payment for being involved, it won't affect individual's benefits.

As a volunteer you can claim out of pocket expenses for your assignments. We will discuss and arrange the practicalities of being a mystery shopper volunteer with you.