

Mystery Shop - *Inbound*

Club: _____

Staff Name (s): _____

Caller Name: _____

Call time: _____

Time on Call: _____

Reception	Yes = 1 point	No = 0 point
Did they pick up the phone within 5 rings?		
Ask for your name?		
Ask for your phone number?		
Was I on hold for less than 2 minutes?		
SCORE	/	
Sales Team Member	Yes = 1 point	No = 0 point
Did they pick up the phone and introduce themselves?		
Do you live / work locally?		
Have you been a member of a fitness/ninja club before?		
Are you currently doing any exercise/training/sports?		
If you got started with some training what sort of things would you be interested in? pure ninja/ fitness/weights/cardio/ fun etc...		
What sort of results are you looking for? Toning/ weight loss/ building muscle?		
What days / times would you look at training to achieve these results?		
And if you saw the results would you continue with your training yeah?		
Great, I would love to invite you to pop in so I can show you around, I can see you AM / PM ? (alternate choice)		
Fantastic, training is always better with a friend, who would you like to bring with you?		
Do you have a pen handy, my name is _____ and my phone number is _____.		
Could I grab your number?		
Do you know where we are located? When you come down I will have some info ready.		
Great I look forward to seeing you at _____(confirm appt)		
SCORE	0/ 14	
TOTAL SCORE	/18	%

Notes

- 1.
- 2.
- 3.
- 4.
- 5.