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“Who knew – there is a need for Mystery Shoppers in regional towns across NSW. It’s not just the big cities, but opportunities are out there for local people to help improve the service in our local town.”

Thousands of Australians are earning extra cash working as secret **Mystery Shoppers**. And now locals aged over 18 from regional and small towns in NSW can too.

“Retailers across Australia, not just in capital cities but in regional towns too, are wanting to make sure they are delivering the best customer service possible” says Kate Gorman from The Realise Group, a leading Australian Mystery Shopping company.

“Customers want to shop in a store where they are genuinely made to feel welcome, where they are offered great service and practical assistance”, says Ms Gorman. “Middle of the road customer service is not good enough now, not with online shopping. Customers have choice about where they shop, even in regional towns”.

“Friendly service and helpful assistance is more and more important in retail these days. Bricks and mortar retailers have to give customers a reason to keep coming back to the store and they can do that by providing excellent service.”

“The Realise Group fit in by evaluating that service and providing retailers with information about what customers are experiencing in store, all across Australia”.

“We are looking for people to be our eyes and ears and report back to us about how good the customer service is at a store.” says Ms Gorman.

Mystery shopping jobs can take around 10-30 minutes to complete, and include:

- Assessing the product knowledge of a sales person
- Evaluating the merchandising of a store
- Reporting on the cleanliness of a store and how good the customer service is
- Listening to a salesperson explain a warranty
- Buying fast food to see if you’re up-sold
- Assessing a retailer’s website

Mystery Shopping can earn you between \$10 and \$50 per job, depending on how difficult the task is.





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“Mystery Shopping is perfect for anyone over the age of 18 who may be looking for creative ways to earn a little bit more cash, and often have some spare time to ask the hard questions for us,” says Ms Gorman.

“Mystery Shopping can be done by anyone”, says Ms Gorman. “We have a number of **Mystery Shoppers** who are students, stay-at-home mums, retirees and even full-time workers who complete secret **Mystery Shopper** jobs during the week and on the weekend, so it’s something that can fit into every lifestyle.”

“Mystery shopping is definitely the best job I've come across. Get to work as much or as little as I want, get to decide my own hours and I get paid to shop!” says Mystery Shopper, Linda Z.

Mystery Shopper Bridget S likes mystery shopping because “...it allows me to have flexibility from my part-time work. I like that no two weeks are the same, and can often incorporate a paid lunch, coffee or other similar job into my day which is a lovely treat, and made that much sweeter for knowing it is all paid for which allows me have something nice out without having to pay for it!”

To sign up as a **Mystery Shopper** go to www.therealisegroup.com.au and click on “Join Our Team”.



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The Realise Group is an Australian Customer Research Company specialising in Mystery Shopping, Voice of the Customer, Reward & Recognition, Field Agent® and Net Promoter Score® (NPS) programs.