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TEL: 1(888) 466-5665  
FAX: 1(844) 718-5621

WEB : [www.a-closer-look.com](http://www.a-closer-look.com)

POSITION: CUSTOMER SERVICE EVALUATOR

OFFICE LOCATIONS

460 S PEACHTREE ST NORCROSS, GA 30071 U.S.A.  
250 YONGE ST. SUITE 2205 TORONTO, ON M5G 1B1

TEMPORARY REP. I.D#: 201691744

Dear \_\_\_\_\_

This is to inform you that you have been selected to participate in our Paid Consumer Research Program known as "Mystery Shopping". As one of the people selected to represent our firm, you will be acting as a Customer Service Evaluator of selected companies in your area. This Campaign is an excellent means of earning hundreds of dollars weekly!

A Closer Look, Inc. is a Canadian and United States Mystery shopping provider. We provide Canadian Mystery shopping services in all Provinces and Territories as well as in all US States and Territories. A Closer Look, Inc has many tens of thousands of shoppers in Canada and the US with the extended capacity to work in Europe and South America. Our research methods have been well acclaimed and proven to be most effective in evaluating customer service which is due to the methodology we utilize known as "Mystery Shopping". All participants in this program have indicated that they are seeking employment on a full time or part-time bases.

We are currently running a research project for "Western Union" a global leader in money transfer as well as bill payments. The objective of these assignments will be to evaluate the customer service attendant at several western union locations provided to you by your assignment coordinator. The goal is not to get any one in trouble or jeopardize anyone's job, but to enhance the effectiveness of customer service throughout stores in your province as well as fishing out people making mistakes with transactions by not paying close enough attention to detail. For your assignment, you will be required to visit three different western union designated retail stores located in your geographic area, and we expect to get a fair and unbiased evaluation on your customer service experience when you get to these stores. **All three assignments pay you a total of \$500.**

Below is the breakdown on how the funds sent to you should be utilized:

C.S.E. Payment \$500 - HST 13% (-\$65) Total payment to C.S.E .....	\$435.00
Your Evaluation is as follows:	
○ Local Store Western Union Transfer.....	\$800.00
○ Local Store Western Union Transfer.....	\$700.00
○ Local Store Western Union Transfer.....	\$500.00
Fees Charged for Transfers.....	\$149.30
○ Total.....	\$2,584.30

The funds needed to complete this assignment has been enclosed in this letter via our company insurance check by Desjardins. Please contact your assignment coordinator **MR. ALEXANDER DAVENPORT** at **1 (647) 273-7151** to confirm the receipt of this letter and also to activate your check. **PLEASE NOTE THAT YOUR CHECK CANNOT BE CASHED UNTIL ACTIVATED AND RELEASED BY OUR FIRM.**

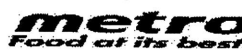
Sincerely,

*Jennifer Arlington*

Group Project Coordinator

**A CLOSER LOOK, INC.**

DISCLAIMER: A CLOSER LOOK, INC is an Equal Opportunity Employer. Please note that due to the confidentiality agreement we have with our clients, you are required to act in accordance with the Employee Code of Conduct, which is to keep your job opportunity with us very confidential, as well as always be professional when on the clock in order for your employment opportunity to continue with our firm. Please also be aware that each individual assignment given will pay differently. Assignments usually have a pay range from \$20 up to a max of \$100 per assignment. Your pay is usually determined by the company setting up the particular mystery shopping assignment. The amounts set up for each given assignment may range anywhere from \$100 - \$500 per assignment. Each amount is setup in accordance to preference of our accounts payable/receivable department.





## CUSTOMER SERVICE EVALUATION FORM

**Instructions:** Please fill out this form on the same day as your visit. Complete the Form by checking the appropriate boxes. Once completed, please **fax this Form** to 1 (844) 718 - 5621. Please contact your Research Coordinator as soon as your assignment is completed to validate receipt.

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_

TEMP REP I.D #: 201691744 E-mail address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone \_\_\_\_\_

MONEY TRANSFER CONTROL NUMBER (MTCN): \_\_\_\_\_

### OPINION REPORTS

PLEASE FOCUS ON THE FOLLOWING CRITERIA WHEN VISITING STORES	Poor	Below Average	Average	Above Average	Excellent
Greeting from store reps					
Friendliness of staff					
Neatness of the store					
Efficiency in service delivery					
Articulation of store attendant					
Made of dressing					
Attention of agent at store					
Answers to questions asked					
Overall relationships with customers					
Time spent at customer service line					

Were you aware of Mystery shopping before this Survey? (YES \_\_\_ / NO \_\_\_)

Would you be interested in taking part in more surveys like this offered at major retail locations in your area? (YES \_\_\_ / NO \_\_\_)

Were you satisfied with the overall service given by attendants in the stores visited? (YES \_\_\_ / NO \_\_\_)

Comments:

Surveyors Signature: \_\_\_\_\_ Date: \_\_\_\_\_