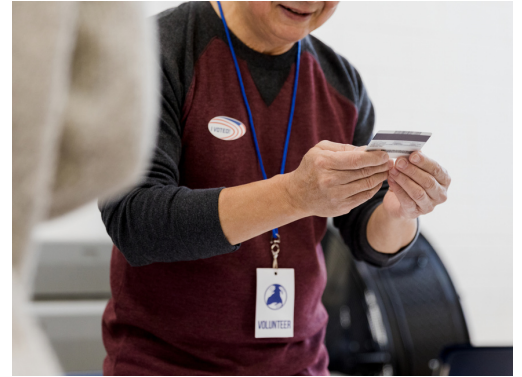


## SAMPLE MYSTERY SHOP QUESTIONNAIRE

# Responsible Sales or Tobacco Compliance



**NOTE:** It is assumed that not all questions may apply to what you're measuring, and it is expected that inapplicable questions would be removed or replaced with more applicable ones. Any place where the questionnaire references **x** in the question, it is intended for you to put in your own specific operational standard.

### Section 1: Shopper does not produce a photo ID

1. Did the cashier ask you for a photo identification (ID)?

Yes       No

1a. If yes, at what point in the transaction were you asked for ID:

- When I first arrived at the cash counter
- After my items were rung in, but prior to payment
- Other (please explain)

2. When you failed to provide ID, did the sale proceed?

Yes       No       N/A

3. If the sale proceeded, please enter the transaction number that appears on your receipt and upload a photo.

---



4. Please enter the name of the cashier that served you.

---

## Section 2: Shopper produces a photo ID

5. Did the cashier ask you for a photo identification (ID)?

Yes       No

5a. If yes, at what point in the transaction were you asked for ID:

- When I first arrived at the cash counter
- After my items were rung in, but prior to payment
- Other (please explain)

5b. If yes, how did the cashier validate your identification?

- Visual check only
- Swiped card
- Typed information into computer
- Other (please explain)

6. Please enter the transaction number that appears on your receipt and upload a photo.

---

7. Please enter the name of the cashier that served you.

---



**Achieve the results you need today, while futureproofing your programs for tomorrow.**

Intouch Insight is the most technologically advanced Mystery Shopping provider in North America. Through our unique offering of Mystery Shopping services and Customer Experience Management software, Intouch helps multi-location businesses collect and centralize data from multiple customer touch points to deliver real-time insights and provide the tools to align business operations with customer expectations.

Founded in 1992, Intouch is trusted by over 300 of North America's most-loved brands for their mystery shopping, operational and compliance audits, customer experience management, customer survey, mobile forms and event marketing automation solutions. For more information, visit [intouchinsight.com](http://intouchinsight.com).

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