

Another premier consulting program by Fans Created

(800) 433-1541 | www.fanscreated.com



Mystery Shopping Assessment Program

After investing resources in developing a sales and service environment, how well are your employees performing? Additionally, how well is your competition performing in the same key areas? Fans Created will work with you to develop a mystery shop assessment program designed around your specific goals and objectives.

Our Approach

Fans Created believes a sales and service mystery shop assessment program should be comprehensive, specific in its observation/focus, and used primarily as a sales/service coaching tool. Our program is unique in that it is designed to compliment and support your organization's commitment to sales/service and any existing sales/service standards.

Expert Analysis

Using a third-party consulting firm for quality, unbiased assessment purposes provides your bank or credit union with objective feedback to use in identifying strategic objectives, staff training requirements, and/or fine-tuning sales and service related issues. The results also assist in establishing benchmarks to measure year-to-year results.

Experience Matters

Consultants working for Fans Created have been trained in, and have experience with, our detailed mystery shop program, along with a sound understanding of the sales process, skills, and expectations. This blend of knowledge and experience provides your organization with industry-leading assessment services.

Fans Created can shop/analyze your specific retail branch locations and call center, along with optional competitive analysis in your marketplace. Contact us today to discuss how Fans Created can build a mystery shop analysis program specifically for your organization!

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evolving customers
into rock star
groupies

creating a
culture of
internal fans.