

CHECKPLEASE!

BECOME A SECRET SHOPPER

What is a Secret Shopper, Associate Agent or Mystery Shopper?

Mystery shoppers or Agents are nothing new in the hotel, restaurant and service industry. Mystery shoppers are hired because client businesses have made a commitment to quality, good customer service, and wish to audit their standards by an objective third-party organization.

What is the difference between an Associate Agent and an Agent?

- *Associate Agents* are business owners. *Associate Agents* share and keep most of the revenue generated from reviews. As an *Associate Agent*, you are a part of a network of Superior Audits agent owners.
- *Agents* contract for CHECKPLEASE, or their respective *Associate Agent* owners and review restaurants, hotels, and other service businesses based on their individual skill-set and work based on assignments. *Agents* are paid, but do not usually revenue share.
- If you reside in the Southern California area, you will be an *Agent*, working with CHECKPLEASE directly. If you live in any other part of the United States of America you will need to be an *Associate Agent*, and run your own CHECKPLEASE SERVICE.

Am I the right person to be an Agent or Associate Agent?

The ideal *Agent* or *Associate Agent* is a person or persons who are interested in earning an additional monthly income and/or want to start and own their own business. CHECKPLEASE values both. Although every person is different, we have found it helpful to outline some basic requirements that we feel are necessary to help you succeed. The term Agent in the following text refers to both *Agents* and *Associate Agents*.

Basic requirements are as follows:

- 1) Agent must have a private or individual email address.
- 2) Agent is required to have access to a persistent high-speed Internet connection and a personal computer that can accommodate, Word documents, Excel worksheets, PDF's, and JPG's.
- 3) Agent must be very observant without being conspicuous.
- 4) Agent should have excellent communication skills and have experience at writing and recording observations in a logical, chronological order.
- 5) Agent must have a background in the service industry, preferably working behind a bar, as well as serving.
- 6) Agent must be over 21 years old.
- 7) Agent must have valid credit card or debit card in the agent's name.

CHECKPLEASE provides the following for Associate Agents:

- 1) Training and client support
- 2) Toll-free number with Agent's personal extension
- 3) Administrative support to review and proofread all reports
- 4) Conversion of all reports to PDF format
- 5) Accounting and billing support
- 6) CHECKPLEASE website and private password protected access to all reports and past receipts
- 7) W-9 at the end of each tax year for all Agents and Agent owners for proper tax filing
- 8) Personal website development, hosting, support and optimization

How much can I expect to make?

Agents can expect to make approximately \$35 or more per client, per review, plus, of course, reimbursement for any expenses such as consumption of food, alcohol and required parking as part of your review. CHECKPLEASE acknowledges the individual restaurant client's rights to establish budgets that Agents are required to adhere to as part of the review process.

There is no compensation for gas or mileage.

Associate Agents can expect to make approximately 70% of the total revenue generated per client, per review. This fee can vary and is more or less based on the price charged to the client. CHECKPLEASE charges a small administrative fee of 4% per client, per review, for accounting and administrative support, as well as any toll-free calls registered to the individual agent's extension.

How much do you charge the clients?

CHECKPLEASE will determine the base fee for each client prior to the services and review being scheduled. CHECKPLEASE will, however in many cases, defer to the Associate Agent when establishing fees as long as discounted fees remain confidential between the client and the Associate Agent. The starting fee per restaurant review is usually between \$159 and \$250. The fee for hotels starts at \$500 and goes upward to \$5,000 per review, plus expenses. The number of reviews that the client schedules, the time of day the review is requested, and the focus of the review as it relates to the client's requests usually determines the fee. Associate Agents will be required to use the CHECKPLEASE pricing guide in an effort to establish consistency throughout the marketplace.

Billing to the client is done monthly via email. If a client does not have an email address, it is the responsibility of the Agent owner to deliver an invoice to the client based on the terms established between the restaurant and the Agent. Agents will be reimbursed following the month of a review upon providing copies of a receipt provided on the proper form, and sent by fax to our central accounting department.