

## The Whistler Experience® Secret shopper Program

Set your business on the path to providing excellent service experiences by enrolling in our eight-week program!

This program is all about improving the level of service Whistler businesses provide. There are some great opportunities for service feedback and team recognition! Top performers will be awarded staff prizes and be featured on The Chamber's social channels and in local news media.

PLUS, the two top-scoring businesses will be named finalists for the Service Excellence Awards at next year's Whistler Excellence Awards!

# SCAN ME



### Choose the program that suits your business!



#### Premium - \$750

Take your service to another level! Customize shopper inquiries to hone in on specific segments of your business.



#### Classic - \$650

Strive to improve your business' service levels over the full 8-week program.



#### Sampler - \$350

Get a taste of the program over a reduced 4-week period.

**NEW**

Each Secret Shopper package now includes the training courses your report is based on, so your team is equipped to deliver great results!

Secret Shopper Program Features	Sampler (4 weeks)	Classic (8 weeks)	Premium (8 weeks)
Weekly Secret Shopping Assessments	✓	✓	✓
Comprehensive weekly shopper summary reports	✓	✓	✓
Scoring based on service framework featured in the ABCs of Service Excellence	✓	✓	✓
10 pre-paid links for the ABC's of Customer Service Excellence Training and access to the Spirit Pass program local benefits, valued at \$500	✓	✓	✓
Opportunity for team prizes and weekly community recognition as a top-performer		✓	✓
Opportunity to be named a Service Excellence finalist at the Whistler Excellence Awards		✓	✓
3 custom questions of your choosing to be added to the report			✓
Up to four time-specified shops			✓

Learn more & register at: [go.whistlerchamber.com/shopper](http://go.whistlerchamber.com/shopper)