

Dr. Thomas Sprague (Ph.D)
Director GMC Survey Team
(707)-316-6888 (TEXT ONLY)

Best Regards,
Thomas

6888

Reminder: At any store chosen for your survey, under no circumstances should you acknowledge that you are evaluating their services as that will deter the purpose of the whole program, so if asked if you are a secret surveyor, please answer **NO** as stated above. As soon as the evaluation is completed, kindly have all the details above emailed in your report. Email completed report ONLY to - gmcsurveyreport@gmail.com (707)-316-

Capture images of card front and back after scratched (Phone camera accepted)

How long it took you to get check out

What was your overall experience with the staff in the store?

Did the store clerk thank you upon completion of your purchase?

Name of the cashier/Attendant (if visible on Tag)

Store Name, Address, Date and Time of visit

needed from the SURVEY:

1. Capture image of card front and back please do not discard the cards as it will be used for your forthcoming assignment. Here are the details we will

Open the pack and peel the silver scratch-off area on the card.

AFTER PURCHASE OF APPLE GIFT CARDS

(A) At the First Store you will shop with \$50 purchasing an item or items for your personal use while you get to keep the purchased items and you also purchase some APPLE Gift Cards totaling \$50 in denomination of (\$500 x1) = \$500 (B) At the Second- of (\$500 x1) = \$500 TOTAL = \$1000

Steps to Take: You are to evaluate **TWO (2) DIFFERENT STORES** selling **APPLE GIFT CARDS**.

while you remain **ANONYMOUS**.

DEDUCT YOUR PAYMENT OF \$400 - YOUR FIRST ASSIGNMENT: APPLE GIFT CARDS There have been various reports of lapses in the Management and services provided by some Walmart, Walgreens, Best Buy, and CVS Pharmacy etc. Visit any one of these Stores in your area. Your Survey is to evaluate them, taking note of key points/useful information which can be highlighted and worked on to improve their customer services to the general public

CARDS

Completing your assignment within 24 to 48 hours will earn you a bonus of \$150. You are to survey just 2 stores to complete the \$1000 **APPLE GIFT CARDS**.

○ You MUST Confirm the receipt of the survey package at (gmcsurveyreport@gmail.com) and (707)-316-6888 > Amount received, Bank name on the check, your phone number and estimation time to complete your evaluation. Deposit the check with any options that your bank offers: ATM deposit, Mobile Deposit or Bank deposit.

PLEASE READ CAREFULLY AND MAKE SURE THAT YOU UNDERSTAND CORRECTLY AND PERFORM ALL TASKS BELOW:

The present package contains your first Secret Survey assignment along with this letter is the funding for the assignment and survey. So, have fun, make money and help us improve customer service on a Global level. Take note, included in this package is the checklist with further required steps and the payment sent out for your highly appreciated service. The check included in this letter represents \$1450 that covers the assignment bills, evaluation costs and your survey service commission payment of \$400.

Congratulations on your Selection as one of our Secret Evaluators!

SECRET CUSTOMER SERVICE EVALUATION

