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"Consultants and Trainers to the Hospitality Industry"

## Mystery Visitor Survey

"It's amazing what happens when you're not watching"

### An Overview

Mystery Visitor Surveys are an affordable way for venue operators to obtain an understanding and unique perception of their venue from a customer's point of view. We use industry-experienced staff to gather valuable information and compile a report based on their findings. Trojan staff will offer advice and solutions where applicable, and are able to offer many back up services such as training and one-on-one coaching if required.

#### **Gaming Venue Survey    Price \$440 (GST inc)**

Includes all gaming room facilities, staff behavior, promotions, promotional material/displays, exterior/internal signage, and keno operations.

#### **Full Venue Survey    Price \$660 (GST inc)**

Includes all gaming room facilities as indicated above, plus staff sales skills, restaurant/bistro operations, TAB operations, keno operations, liquor barn, bars facilities, entertainment and child care facilities.

#### **Includes:**

- ❖ Industry Experienced Staff
- ❖ Available seven days a week and after hours
- ❖ Valuable industry-based solutions and suggestions
- ❖ Extensive easy to read report
- ❖ Back up services
- ❖ Report discussion with Management and staff (if required)

*Personalised Surveys can be designed to suit your individual venue needs*

If you are interested in this service please contact Trojan for further information.

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