

Mystery Shopping FAQ's from www.acpview.com

What is mystery shopping?

Mystery shopping involves the evaluation of businesses to determine the level of service received by their employees. This evaluation can occur on the client's premises, by phone or at the shopper's home.



What does a mystery shopper do?

A mystery shopper is hired as an independent contractor and not as an employee of the mystery shopping company to evaluate the businesses. The mystery shopper is assigned an assignment, reviews the instructions and form to determine what particular things to take note of.



What are the requirements to become a mystery shopper?

You must possess excellent writing skills in order to explain in a clear concise manner that others can understand, what occurred during your shopping experience. You do not interject your opinion, you only explained what happened so that anyone that reads the report is able to understand what happened.

You must also be detailed oriented. There may be certain details that you are required to comment on during your shop such as names and descriptions, clothing, certain signage, etc. You will not be able to write down these details immediately, so you will have to commit them to memory.

You must be able to meet deadlines. Our clients expect their reports within a certain amount of time. You should be dependable enough to meet not only the deadline of conducting the shop but also submit the shop the same day the shop is conducted.



How much will I get paid?

Payment varies depending on the location of the shop, client requirements, length of the report and various other factors. In addition, some shops involve payment only, payment and reimbursement for expenses or they may be reimbursement only.



What about the freebies?

If the shop requires you to make a purchase, you will usually be reimbursed up to the total maximum reimbursement amount. For example, you select a fast food shop that has a maximum reimbursement amount of \$5.00 but your purchase totals \$7.00, you will only be reimbursed \$5.00.



How do I get my assignments?

Once your application is approved, if there are assignments in your area, you will be able to login into CS ShopPro, and view the requirements, instructions and forms for each shop. When you find an assignment that tickles your fancy, you can self-assign it.



Can I do this full-time?

That is a personal choice that you will have to make. Most mystery shoppers are part-timers and only shop occasionally. Chances are you will not be able to generate a comfortable salary doing mystery shopping full-time.



How am I paid?

Payments are made by ACPVIEW through PayPal only. You must have a PayPal account in order to receive a payment. To open a free PayPal account, visit the [PayPal](#) site.

Some sites will ask for your social security number but not all. If you make over 600 with any one company they are required to submit this information to the IRS so that is why they need this information. If you have concerns about the safety of your information you may want to call the company or contact them to inquire as to their safety measures of your personal information.



Is shopper certification necessary?

ACPVIEW highly recommends shopper certification through the Mystery Shopping Providers Association (MSPA), which is our trade organization. They offer Silver and Gold level certification. MSPA Shopper certification will provide you with an accurate peek into the mystery shopping industry. Visit the [MSPA](#) site.



Do I have to pay a fee to be a mystery shopper?

Any person seeking a job should not have to pay a fee to the “hiring company”. There are a host of other companies that provide lists of potential mystery shoppers to mystery shopping companies. These companies charge a fee to mystery shoppers to be listed in their database so that mystery shopping companies can find shoppers in a particular area or city. If you choose this route, please investigate the company to make sure that they are legitimately used by mystery shopping companies, prior to paying a fee. A good site that you can investigate companies on is [volition forums](#).



Mystery shopping is for me!! How do I apply?

Most mystery shopping companies only accept applications online and do not accept applications by mail. Click here to go to ACPVIEW's [shopper application](#).