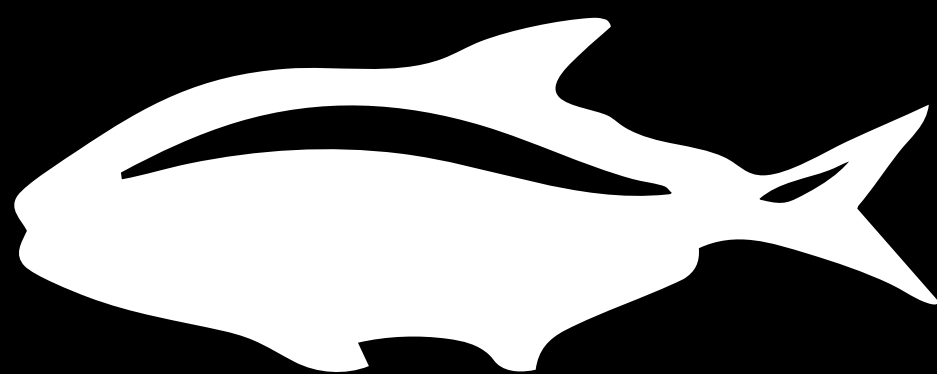
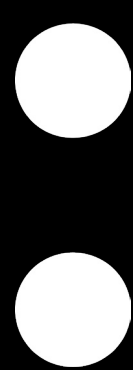
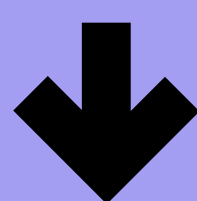


# STINT



# ISLAND POKÉ

## Mystery Shopper Quick Tips





# What is a Mystery Shopper?

Mystery Shoppers are people hired to anonymously evaluate the restaurant's service and provide feedback on their experience.

Here's some top tips to ensure you consistently deliver a high-quality service for all guests, including any Mystery Shoppers that may appear...

# Make sure to offer 5\* star service:

1

## Warm welcome

- Maintain eye contact with guests and be friendly! Offer a genuine smile and ask how their day is going.
- Make sure you're wearing black trousers or jeans, an Island Poké shirt, black trainers and tie hair up.

2

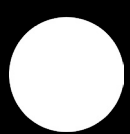
## Smooth transaction

- Guide guests through the menu and offer recommendations - mention Island Poké's house bowls!
- Ask if they'd like any extras like miso soup, snacks, or something sweet.
- **ALWAYS** ask about allergies, and **NEVER** serve a customer with a sesame seed allergy.
- When taking a payment, ask if the guest has the loyalty app.

3

## Friendly farewell

- End with a warm goodbye, like "Have a nice day!"



# Got questions?

Our team are always happy to help!



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We have a range of helpful articles available in our online [Help Centre](#).



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