

8/5/2006

RE: [REDACTED]  
Position: Customer Service Evaluator

Rep ID#: 736495AK64

**CONGRATULATIONS!** With reference to our earlier conversation, I am pleased to inform you that you have been selected to become one of our representatives in your region.

Please be informed that there is one probational training assignment that you are required to complete within 48 hrs. This training assignment takes about 2 hours to complete and is **PAID** training. Training pay rate remains \$125 per hour. The aim of this assignment is for you to familiarize yourself with the practical feel of what mystery shopping entails.

This assignment has been put together to be completed at any Wal-Mart location. The objective of this assignment will be to evaluate the effectiveness and efficiency of a payment system called "MoneyGram" which is available at Wal-Mart.

You will pose as a potential customer sending a MoneyGram payment to **Karen Gabert**, a relative of yours in **St. Johns Newfoundland, Canada**. The fund needed to complete this transaction assignment has been arranged and has been enclosed with this letter. For our verification of assignment completion, please call back and provide the MoneyGram

Reference Code immediately after completion.

Below is the breakdown of the attached fund:

2 hour Evaluation training pay-----	\$ 250.00
Required fund to be sent-----	\$3,115.00
Service Charge by MoneyGram-----	\$ 120.00
<b>TOTAL</b>	<b>\$3,485.00</b>

In the process of this evaluation assignment, please take note of the quality of service in order to be able to fill out a fair and unbiased opinion on the Customer Service Evaluation Tool (CSET) form enclosed with this letter. This form should be faxed back to our office after the completion of your assignment.

Also attached is a copy of the weekly time schedule request sheet which will need to be filled out and faxed back to our office so that we may know your available hours for the upcoming week.

**HAVE FUN!! HAVE FUN!! HAVE FUN!! HAVE FUN!! HAVE FUN!! HAVE FUN!!**

Sincerely,

**J. Daniels**

Julianna Daniels



## **IMPORTANT: READ CAREFULLY BEFORE PROCEEDING**

**Please be advised that by accepting this employment offer you are bonded to abide with the following Code of Business Conduct and Ethics.**

### **CODE OF BUSINESS CONDUCT AND ETHICS**

*Adopted by the Board of Directors, as revised, on March 17, 2004*

Mystery Shopper is committed to maintaining the highest standards of business conduct and ethics. This Code of Business Conduct and Ethics (this "Code") reflects the business practices and the principles of behavior that support this commitment. We expect every employee to read and understand this Code and its application to the performance of his/her business responsibilities.

Every employee is expected to develop a sense of commitment to the spirit, as well as the letter of this Code. Supervisors are also expected to ensure all agents and contractors conform to Code standards when working for or on behalf of Mystery Shopper Inc. ("Company")

Violation of this Code will not be tolerated. Any employee who violates the standards in this Code may be subject to disciplinary action, which, depending on the nature of violation may range from reprimand to and including termination of employment and, in appropriate cases civil legal action or referral for regulatory or criminal prosecution.

#### **1. HONEST & ETHICAL CONDUCT**

It is the policy of the Company to promote high standard of integrity by conducting our affairs in an honest and ethical manner. The integrity and reputation of the Company depends on the honesty, fairness and integrity brought to the job by each person associated with us. Unyielding personal integrity is the foundation of corporate integrity.

#### **2. LEGAL COMPLIANCE**

Disobeying the law, both in letter and in spirit, is the foundation of this Code. Our success depends upon each employee's operating within legal guidelines and cooperating with local, national, and international authorities. It is therefore essential that you understand the legal and regulatory requirement applicable to your business unit and area of responsibility. Disregard of the law will not be tolerated. Violation of domestic or foreign laws, rules and regulation may subject an individual, as well as the Company, to civil and/or criminal penalties.

#### **3. IMBURSEMENT OF COMPANY FUNDS**

Imbursement of company funds will not be tolerated. Please be advised that from time to time, you can be in possession of company funds needed in carrying out specific assignments. Funds **MUST** be used for their intended purpose **ONLY**. Under the Employment Act, Section 15, mismanagement / imbursement of entrusted allocated funds for specific assignments will result in immediate termination of employment and appropriate legal action.

**CUSTOMER SATISFACTION EVALUATION TOOL (CSET)**

<b>First name</b>	<b>Initial</b>	<b>Last Name</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>Address</b>		
<input type="text"/>		
<b>City</b>	<b>State/Province</b>	
<input type="text"/>	<input type="text"/>	
<b>Zip Code/Postal Code</b>	<b>Country</b>	
<input type="text"/>	<input type="text"/>	
<b>Telephone</b>	<b>Fax</b>	
<input type="text"/>	<input type="text"/>	

**Review Information**

<b>Representative ID #</b>	<b>Review Date</b>	<b>Review Period</b>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<b>MoneyGram Reference Code</b>		
<input type="text"/>		

**Guidelines**

Complete this review using the following scale: N/A = not applicable

- 1 = Unsatisfactory
- 2 = Marginal
- 3 = Meets Requirements
- 4 = Exceeds Requirements
- 5 = Exceptional

**General Performance**

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
1. Personal Appearance & Attitude	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
2. Communicates Effectively	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
3. Listens to Customers	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
4. Assists Customer(s) as required in a thorough, Friendly & Professional manner	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
5. Works smarter/ Completes tasks	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Additional Comment(s) / Observations \_\_\_\_\_  
 \_\_\_\_\_

Evaluator's Signature \_\_\_\_\_

Supervisor's Signature \_\_\_\_\_

Name: \_\_\_\_\_

REPRESENTATIVE ID#

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**WEEKLY TIME SCHEDULE REQUEST SHEET**

HOURS	MON.	TUES.	WED.	THURS.	FRI.	SAT.	SUN.
9-10 AM							
10-11 AM							
11-12 PM							
12-1 PM							
1-2 PM							
2-3 PM							
3-4 PM							
4-5 PM							
5-6 PM							
6-7 PM							
7-8 PM							
8-9 PM							

**NOTE:** Maximum 12 hours per week

Minimum 2 hours per week

Fax must be received on or before Saturday by 4:00pm to guarantee hours for the subsequent week

Signature \_\_\_\_\_

Evaluator's

OFFICE USE ONLY	DATE RECEIVED	REGIONAL CODE	ADD. REMARKS
APPRD. CODE			

CASHIER'S CHECK

Worcester Central Fcu

55 Baerfoot Drive  
Northborough, MA 01532  
Tel: 1-800-963-9157

87-8716  
2113

693258

DATE 08/08/2006

PAY TO THE  
ORDER OF



\$

3,485.00

\*\*\*\*\*THREE THOUSAND FOUR HUNDRED EIGHTY-FIVE AND 00/100\*\*\*\*\* DOLLARS

Worcester Central Fcu

MEMO

M.S.

Authorized Signature