

ANNEXURE 16 – Rewards and Recognition

MYSTERY SHOPPER CRITERIA

The Key elements to be assessed are based on **the following standards namely:**

1. Back to basics (dress for success, safety and ethics);

Key elements: Candidate confidence, dress code, cleanliness of work area, airports safety
Procedure, ethics (doing the right things/know the right thing to do;

2. Understand the customer (understand customer expectations);

Key elements: Candidate heard and understood the request, made the customer feel: welcome, important & comfortable, confidence, wow them with your product and airport knowledge, always tell the truth;

3. Communicate customer service excellence (effective communication through core principles);

Key elements: Polite, friendly, enthusiastic when dealing with customers, make eye contact, positive body language, greet customer and make customer feel that prepared to help them.
Competent when dealing with customer (accessible, speed, efficiency);

4. Attend to customer needs (dealing with unhappy customers);

Key elements: Candidate adjust mindset, listen actively, repeat passenger concerns, apologise, present a solution, take action, use the feedback;

5. With a customer promise;

Key elements: Drive a culture of excellence in passenger service and communication (prompt attention to customers without excuses).