

INTERACTIVE CUSTOMER EVALUATION SERVICES

FEEDBACK INSTRUCTION/GUIDE

You received this package in respect of the evaluation assignment you signed up for online. You are required to read the instruction below carefully to understand the procedure so you can deliver an unbiased report. The check included in this package is provided for you to complete the following evaluation task.

FIRST EVALUATION ASSIGNMENT [NEAREST WALMART OUTLET]

You will be evaluating the nearest Walmart store in your area due to reports we received anonymously from some customers regarding lapse in the delivery of services and incompetence of some staffs. You will be conducting a feedback assignment at the nearest Walmart store/office in your area due to the following reports we received from some customers.

These reports include:

(1) Unqualified Staff (2) Slow services (3) Rude Attendants (4) Excess charge

INSTRUCTIONS BELOW:

This envelope contains a check of \$2,950. You are required to take the check to your bank and have it cashed, deduct \$250 as your salary and visit the nearest Walmart location with the remaining \$2,700 cash to conduct the following evaluation assignment. It is Ok if your bank requires you to deposit the check and wait till the next business day before the funds are available for withdrawal. After cashing the check at your bank, you are required to visit a Walmart office close to you with the remaining \$2,700 cash to purchase three (3) Kroger gift cards of \$900 each while you conduct the evaluation according to the questionnaire below.

You are required to remain calm, confident and friendly with the representative while purchasing the three(3) Kroger gift cards at the Walmart store so that the objective of this evaluation can be ascertained.

EVALUATION QUESTIONNAIRE:

While purchasing the three (3) Kroger gift cards at Walmart you should make the below listed observations.

(1) Name of the Cashier/Attendant {if Visible on Tag}

(2) Smartness of the attendant

(3) Did the teller act as professional as you expect?

(4) How many minutes did it take you to complete the purchase of the three(3) Kroger gift cards

(5) Address of the Walmart location you visited

You are entitled to a bonus of \$100 which will be included in the payment for your next evaluation task if you have the assignment completed within 24hrs. Please note that you are required to submit your report via email with an attached picture or scan copy of the three (3) Kroger gift cards purchased to jcornerstone@usa.com

The **three (3) Kroger gift cards** you purchased will be used for your next evaluation task so you are required to keep it in a safe place after you have submitted your evaluation report via email to jcornerstone@usa.com

NOTE: Upon your arrival at the Walmart store to conduct the evaluation, you are required to text "**Assistance**" to **(469) 406-1366** or send an email to jcornerstone@usa.com so that one of our representatives can provide you with necessary guidelines to accomplish your task.

Thanks for your anticipated co-operation.

Justin Cornerstone

Interactive Customer Evaluation Services

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