



CITY OF DALLAS MYSTERY SHOPPER PROGRAM

Wanting to Volunteer - but the time, weather or date aren't right?

Here is a truly 'Cool' solution!

Our Volunteers can volunteer from Home at any hour of the Day or Night!

Our Volunteers are Appreciated!

Our Volunteers Make the Difference!

Our Volunteers gather information that improves Customer Service throughout the City of Dallas

Over the Phone training available

Training available at City Libraries and Park & Recreation Centers

CITY OF DALLAS
MYSTERY SHOPPER VOLUNTEER PROGRAM
STRATEGIC CUSTOMER SERVICES
Dallas City Hall
1500 Marilla
Dallas, Texas 75201

Interested? Please contact:
Mystery Shopper Hotline
Phone: (214) 671-MSVP (6787)

Or email: MysteryShopper@dallascityhall.com

Behind the scenes volunteering
to ensure Great Customer
Service

A Special Thanks to
Our Corporate Sponsors!



Our Corporate Sponsors make the
Awards & Recognition Program
possible.

*Mystery Shopping offers an excellent
Volunteer Opportunity that works
With Your Schedule.*

Live, Work OR Play in the City of Dallas?

Wanting to make a difference
where you Live, Work or
Play based on your Schedule?

Well, You Can!

Any hour of the day or night
and from the convenience of
your own home!



CITY OF DALLAS

CITY OF DALLAS
MYSTERY SHOPPER
VOLUNTEER PROGRAM

FREQUENTLY



What is this **Mystery Shopper Volunteer Program?**

The Mystery Shopper Program provides Volunteers the opportunity to evaluate and provide feedback on the Customer Service and Quality of Service they receive from the City of Dallas 311 System and Service Delivery departments.

How will I give my feedback?

Mystery Shopper Volunteers call 311 and make their normal requests for service (Service Request) **or** request information from our operators. Once the service is provided, the Mystery Shopper Volunteer evaluates the quality of the service provided by submitting an evaluation form either through the web or through the mail with a postage pre-paid form.

How do I become a Mystery Shopper?

Call the Mystery Shopper Hotline to register for **Over the Phone** training **or** to attend training at a City facility.

Mystery Shopper Hotline: 214-671-6787

Email address:

MysteryShopper@dallascityhall.com

- Training is also available for your **Business, Neighborhood / Homeowner Association & Crime Watch** groups at your location.

ASKED



What am I shopping for? Am I calling a bunch of different City departments?

You're "shopping" whatever city services you normally need from our 311 System. Our 311 system covers services provided from a wide variety of City departments.

Am I making up calls or is the City providing the Service Requests I should call in?

As the City of Dallas truly wants to achieve and maintain superior customer service across all City departments –You will be calling in real Service Requests. By addressing real issues with departments, measurable improvements are being made.

When are the next training sessions?

APRIL Training – Fretz Park Library
Sunday, April 6th – 1:30PM
Wednesday, April 9th – 11:00AM

JUNE Training – Central Library
Thursday, June 26th – 2:00PM

Phone Training is available at your convenience. Please call to register. Training materials will be mailed to you and a training time will be setup.

REGISTER for Training
214-671-6787

QUESTIONS



The Mystery Shopper Program is administered by the City of Dallas.

Interested?

Call or email the Mystery Shopper Hotline: **214-671-MSVP (6787)** or MysteryShopper@dallascityhall.com

Evaluate the Customer Service provided by City of Dallas Employees.

Better understand the expectations of our Customers.

Identify areas where improvements may be needed.

Recognize outstanding City Employees.



CITY OF DALLAS

Mystery Shopper Hotline
214-671-6787
214-671-8873 Direct

http://www.dallascityhall.com/scs/customer_service.html