



Project ATR

- This is a TELEPHONE mystery shopping assignment.
- All of the calls will be to US locations. You must have an unlimited long distance plan.
- This is a dual inbound/outbound assignment:
 - You will initiate a call to a national travel agency. Typically, the travel agent you speak to will have to return your call with a quote.
 - We provide you with the return phone number that the agents can contact you with – you only need one phone; you can use the same one you use now. **You do not have to purchase a new phone line or phone.** We route the numbers to your phone.
 - If you are unable to answer the return call LIVE it will roll into OUR voicemail not your personal one. You will then get an email notifying you of the voicemail message.
 - You then call the agent back and complete the shop.
 - **The agents will NOT have your personal phone number or ever reach your personal voicemail.**
- The calls last 10-25 minutes. Good shoppers keep them to 15 minutes.
- As a telephone mystery shopper there is also research you have to do prior to placing the call. In many cases you will have to research the weather conditions in the location you are calling. You will also need to use MapQuest.
- You will be playing the role of a consumer calling a national travel agency inquiring about their cruises, tours and resorts. We provide you with a customer identity, type of travel you want, the dates, etc.
- You will **not** be required to complete a post call survey or evaluation. The calls are recorded (we provide the recording system) and our internal staff handles the evaluations/audits. There is computer work required after the call but it is all administrative; you will not have to complete any written surveys.
- We provide personal training on the industry and client.
- Previous TELEPHONE mystery shopping experience is highly desirable. It is not as easy as most people assume.
- The compensation is USD \$10 per completed call and we pay monthly. There is NO HOURLY wage. You get paid by the shop.
- We have approximately 150 shops available to assign; we typically divide them up among 3-6 shoppers.
- Technology requirements:
 - High speed access (you will be accessing our database)
 - Windows OS
 - Regular LANDLINE telephone. The following types of phones will not work with our recording system:
 - Cell phones, VOIP, Skype, Magic Jack, Vonage
- You will typically be scheduled for 2-5 shops per day.
- You must be a WORK AT HOME person to qualify for this position.
- No travel experience is required; but if you have experience you will be more desirable so please mention it in your email.
- To apply please send an email with your qualifications/resume to:
 - jobs@telexpertise.com
 - Please put **PROJECT ATR** in the subject line.