

## Semilong Service Provider's Mystery Shopper Report

**Business or Service Provider:** C&S Components (Car & Commercial Spares)

**Address (if applicable):** 46 Semilong Road, Semilong, Northampton

**Phone Number:** 01604 620612

**Website:**

**Date Of Contact:** 3rd February 2009

**Name of Business or Service Provider Representative/Staff:** Trevor ?

### **Cleanliness Outside Of Premises (if applicable):**

There was snow on the ground outside which may have covered a multitude of sins, but all appeared very clean and tidy. Overall for cleanliness outside of property 10 out of 10.

### **Cleanliness Inside Of Premises (if applicable):**

There was a dog inside the shop, which was of a concern. The shop owner put me at ease of it very quickly and assured that it wouldn't bite (very calming to know). However, it may still have been a problem with vulnerable people such as the old or young, or those who have been attacked by dogs previously, who might have remained scared. Not too sure of the cleanliness aspect of having a dog inside a shop, although a non food shop. Perhaps acceptable. The shop was tidy compared to similar places to do with car spares although it seemed very full to the brim.

Overall for cleanliness inside of property 6 out of 10. (dropped points for the dog in the shop and also for having items on the floor including the dog basket which could be tripped over)

### **Range of Products or Services Available:**

C&S Components appeared to be very well stocked with every imaginable car spare.

Overall for range of products and services 10 out of 10.

### **Products or Services Clearly & Reasonably Priced:**

Prices were not clearly marked, however, the shop owner was knowledgeable and gave the price out very quickly. Prices seemed to compare favourably with other stores selling similar products.

Overall for products and services clearly marked 6 out of 10.

### **Standard of Customer Service:**

C&S Components cannot be faulted at all on customer service. On being asked a question, he quickly launched himself into a book and within a minute was able to provide an answer to the query. The item purchased was not in stock, but he was able to source it and deliver it the same day.

He did not have enough float in the till to provide change but this too was dropped off the same day with the item purchased.

Overall for customer service C&S Components earn 8 out of 10 (dropped one point for the lack of change and one point for the lack of stock)

### **Community Responsible:**

A well run store providing services to our community. Clean and tidy in appearance from the outside and acceptable from the inside. Very knowledgeable and eager to help staff with the added service of delivery of not in stock but can get hold of items. The dog in the shop was of a concern, not to me, but for the sake of vulnerable people visiting the store. who may be frightened of a dog suddenly appearing in front of them when they first enter the store, despite the shop staff attempting to put them at ease (if he was free and available to do so).

Overall for community responsible C&S Components earn 8 out of 10 (one point dropped for the dog and one point for having items inside the store which could trip someone up)

**Initials of Mystery Shopper:** TG