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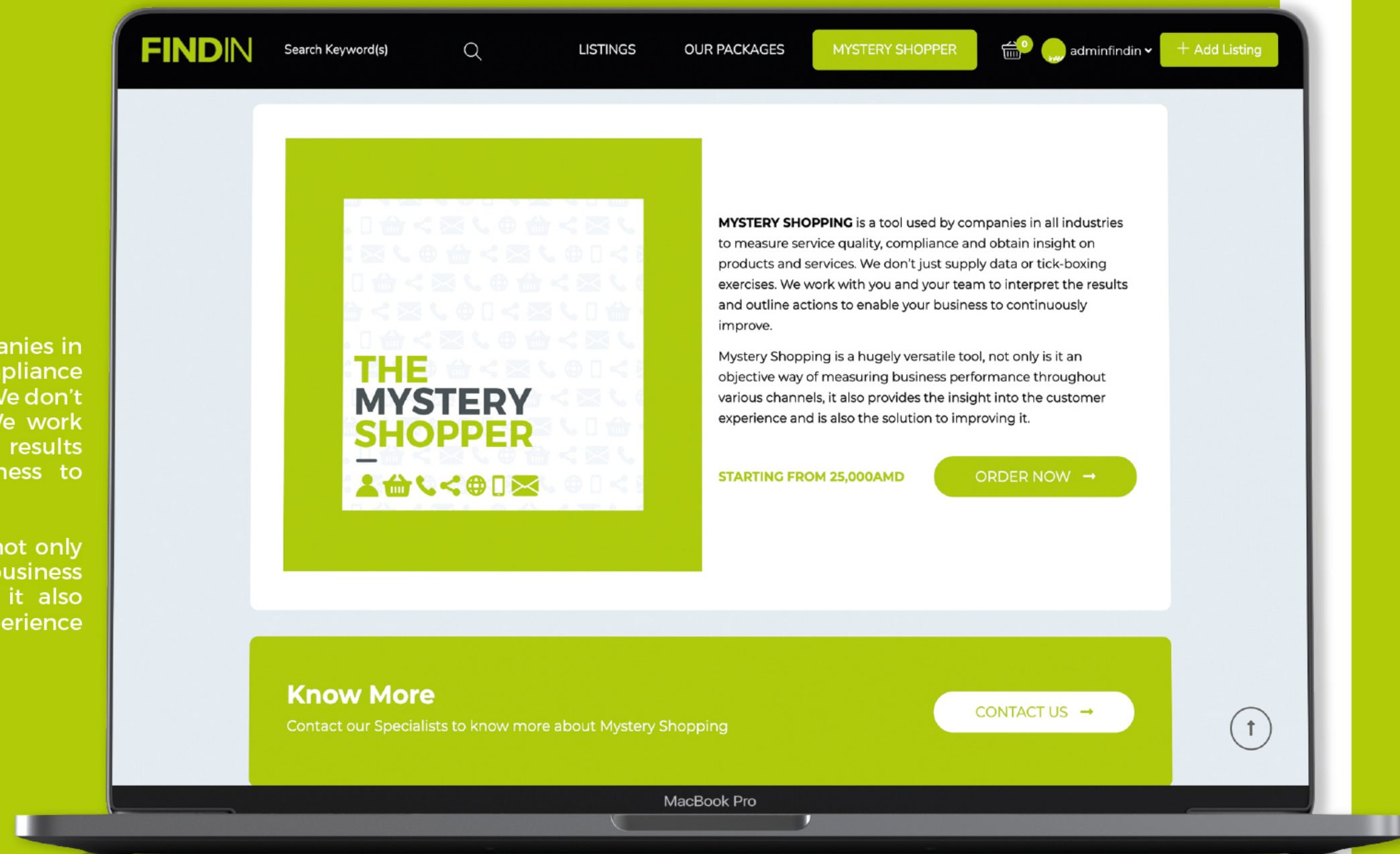
# FINDIN MYSTERY SHOPPER

> [www.FINDIN.am/mystery-shopper](http://www.FINDIN.am/mystery-shopper)

# MYSTERY

**MYSTERY SHOPPING** is a tool used by companies in all industries to measure service quality, compliance and obtain insight on products and services. We don't just supply data or tick-boxing exercises. We work with you and your team to interpret the results and outline actions to enable your business to continuously improve.

Mystery Shopping is a hugely versatile tool, not only is it an objective way of measuring business performance throughout various channels, it also provides the insight into the customer experience and is also the solution to improving it.





A background image showing the lower halves of several people standing and holding various shopping bags, including paper and leather ones. The image is dark and serves as a backdrop for the text.

# HOW IT WORKS

## 1.

### PLANNING

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The first step is to pinpoint the problems targeted to improve through our mystery shopping services. Our team will develop a plan targeting the assessment of the required channels, present to the client, fine-tune details and proceed to the Second stage.

## 2.

### IMPLEMENTATION

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The plan implementation phase includes our mystery shoppers performing visits to the business and filling assessment data for reporting. This phase will also include assessing communication channels, such as direct calls, social media, email, website, etc.

## 3.

### REPORTING

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Our final report presents a detailed insight on all the findings of our mystery shoppers and communication experts. Our report will measure the business performance and customer experience, along with providing solution recommendations.



# NOT JUST SHOPPING

## AUTOMOTIVE

Mystery Drivers can assess pricing, maintenance services, rental/hire services, repair services, sales, management...

## B2B

Mystery Clients can assess your management and sales team communication skills & quality in B2B meetings...

## COMMUNICATION

Mystery Customers can assess almost every aspect of your communication based business, from meeting till end result...

## EDUCATION

Mystery Students or Families can attend your School, University or College to assess their overall experience...

## ENTERTAINMENT

Mystery Customers can visit your venue and assess the staff behavior, the services provided, the products sold and the overall experience...

## FINANCIALS

Mystery Customers can assess the overall experience in your financial institution, from customer service, opening accounts, information request...

## FOOD & BEVERAGE

Mystery Diners can visit your restaurant, bar or cafe to assess staff behavior, food and service quality, service speed, ambience, hygiene...

## GOVERNMENT

Mystery Residents can assess their overall experience within governmental institutions, from communication, service, requests to results and solutions...

## HEALTH CARE

Mystery Patients can attend hospitals, clinics and medical stores to assess healthcare services, staff behaviors, emergency responses...

## HOSPITALITY

Mystery Customers can visit your hotel, guest house, hostel or resort to assess everything from checking in to checking out...

## RETAIL STORES

Mystery Shoppers visit your store(s) or shop online through web/app or social media to assess the overall shopping experience.

## SERVICES

Mystery Customers will visit or contact you to request services and assess everything from communication, service quality, customer satisfaction...

## TOURISM

Mystery Tourists can participate in tours within Armenia and assess the overall experience...

## TRANSPORTATION

Mystery Passengers ride the bus, taxis, trains, metro... and report back on their overall experiences...

## UTILITIES

Mystery Citizens assess various Utility companies customer services, along with applying for utilities, repair services...



# ASSESSMENT CHANNELS



## FACE TO FACE

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Mystery Shoppers will visit your business location(s), where they carry out an assessment based on the pre-planned objectives.



## TELEPHONE

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Mystery Shoppers will call portraying particular scenarios to determine if the content and quality of the answers fit the company standards.



## SOCIAL MEDIA

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Mystery Shoppers send messages portraying particular scenarios to determine if the content and speed of responses fit the company standards.



## WEBSITE

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Mystery Shoppers will provide valuable insight on shopping on your website and online communication with customer service personnel.



## MOBILE APPLICATION

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Mystery Shoppers will provide valuable insight on using your mobile application and online communication with customer service personnel.



## EMAIL

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Mystery Shoppers will make email enquiries to the contact team and track response times, content of replies and the complete customer experience.





# PERSONALIZED MYSTERY SHOPPING

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CONTACT US TO REQUEST  
A PERSONALIZED MYSTERY SHOPPING SERVICE  
THAT FITS YOUR REQUIREMENTS

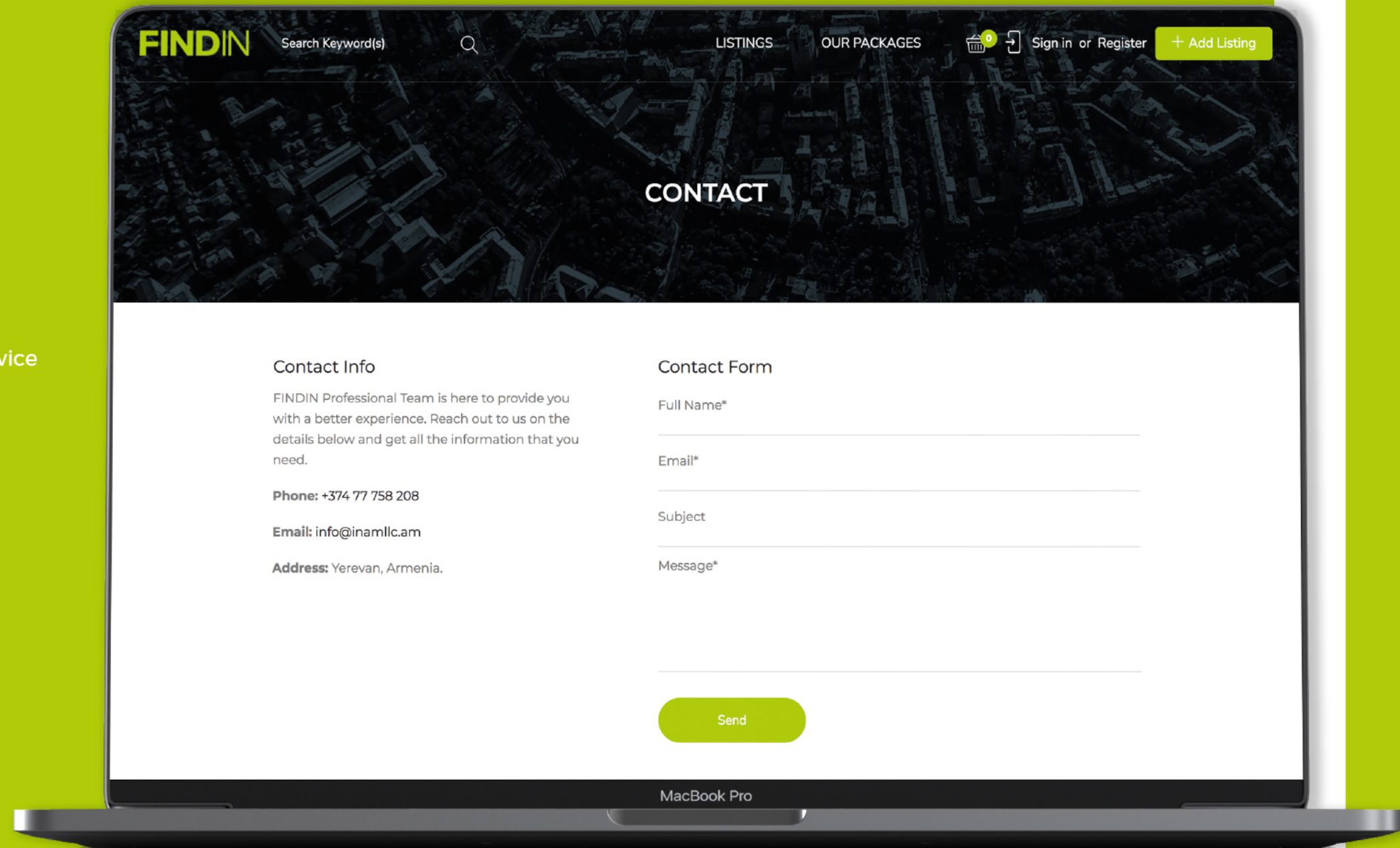


# CONTACT

FINDIN provides a full-time sales & customer service for our featured partners and our users!

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**EMAIL ADDRESS**  
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An aerial night photograph of a city, likely Phoenix, Arizona, showing a dense urban area with many lights. In the background, a range of mountains is visible under a dark sky with a hint of sunset or sunrise light on the horizon. The word 'FINDIN' is overlaid in large, semi-transparent blue letters in the center of the image.

*Looking forward to our Collaboration!*

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