



HONEYCOMB
GROUP

Giving customers a voice

MYSTERY SHOPPING

There's always room for improvement, and we're always looking for customers to help us. By joining our Mystery Shopping Group you can have your say on our services by helping us to understand your needs and expectations.

What will I do?

As a Mystery Shopper you'll cover two main areas – our empty homes and Customer Services teams.

Empty homes

This will involve you visiting our empty homes and checking the quality of the property to make sure it meets our lettings standards. If a property does not meet our standards, you'll take photos of the issues and make a list of recommendations to improve the property.

Customer services

You'll contact our reception, either in person or by email/phone. You'll work through a checklist to see how our member of staff performs against the questions that you ask. Before you carry out a Mystery Shop, we'll meet to discuss new ideas and what you'll be doing. We'll meet again after to talk about your experience.

How will we help?

Once you're signed up, we'll provide training to give you the skills needed to complete the role. We'll cover all travel costs and other out of pocket expenses, assistance with costs for childcare or if you care for an adult.

And of course throughout your time with us, we'll be just a call or email away if you need any further support.



What's in it for you?

It's a great opportunity to build your teamwork, communication and assessment skill as well as increase your confidence. You'll meet other people and together, improve many services across Honeycomb Group's brands.

We couldn't do what we do without your support. That's why we'll enter you in to our prize drawer.

How much time will it take?

There are no specific time requirements for this role, as property visits are dependent on when a customer leaves their home. Because of this, sometimes we might ask you to carry out a visit at short notice.

When you do carry out a visit – either to one of our properties, or to our reception – these will take a couple of hours.

Who is it for?

If you're a Staffs Housing, Glow or Concrete customer that also lives in a Staffs Housing home you're welcome to get involved.

What skills are needed?

We're looking for someone with a passion for improving our services for all customers and can spare some time each month to help us make this happen. You'll also need to be able to:

- ◆ Have an eye for detail
- ◆ Understand good and bad things about a service or suggest improvement ideas
- ◆ Express your thoughts and feelings
- ◆ Present evidence based on your experience
- ◆ Be impartial
- ◆ Have an understanding of and commitment to equality, diversity and inclusion

It would also be helpful if you can understand the level of standard we're aiming to meet, are able to identify ways to improve services and can learn in a personal and group environment, but these aren't essential.

This sounds great! How to get involved?

If a customer would like to get involved, they can find out more and sign up by getting in touch with our Customer Engagement team by emailing Involve@honeycombgroup.org.uk.

