

Course Overview



Measure to identify opportunities for improvement, ensure you are on the right track, and to celebrate success. In this module we'll cover methods for measuring:

1. Measure your internal customers?
2. Mystery Shopping
3. Appraisal
4. Measure your external customers?
5. Satisfaction survey

The beekeepers, are some kind of mystery shoppers as they check the beehive regularly to ensure all processes are being done and beekeepers, of course, manage colonies of bees in order to harvest their honey. Their job includes caring for the bees, maintaining and monitoring the hive to promote optimal honey production. **Measuring the service you deliver will enable you to know where you are, understand your gaps and fill those gaps if necessary. It's also a great way to celebrate success with your employees, and be sure to do so.**

Time:

Presentation and PowerPoint 25 mins

Exercises 4 hours

Downloadable Templates:

- Mystery Shopping questionnaire
- Exit Survey Template