Conféro does not pay for mystery shop assignments that are not conducted according to these Client Required Guidelines. The following must be reviewed carefully and fully understood before performing your mystery shop.

**Program Details:**

This mystery shop consists of visiting the Sarku Japan Mall location that has been assigned to you, ordering the required items, and completing an online evaluation form to report your observations. Mystery shoppers will be observing the facility and the customer service provided by employees. *You must complete your visit during the assigned time listed in the assigned shop posting.* This is a **non-revealed** mystery shop. You should act as a normal customer. Do not mention to anyone that you are there as a mystery shopper.

**Preparation:**

Print this page! Please review the online survey as well as these shop guidelines. These guidelines are meant as a guide and should be used in conjunction with your online survey. **Note:** as you read these guidelines all BLUE text refers to questions on the survey.

To find the online survey, log into your Confero Compass account and click on the ‘View/Submit’ link. **Note:** the ‘View/Submit’ link will not work until you have read the shop guidelines.

From your Shop Log, you can also contact the scheduler assigned to this program by clicking on the ‘Help/Contact’ link.

You will be making required time observations, so please wear a watch with a second hand. For this shop you will be observing: **Order Procedures, Customer Service, Sampling, Suggestive Selling, Speed of Service, Food Quality, Store Image and Cleanliness.**

You may bring a guest with you on this mystery shop assignment, however please be advised that **Conféro is only paying for your meal (menu item and drink) and NOT for your guest.** Separate transactions are required. You are responsible for your guest’s actions during the shop. Your guest may not, under any circumstances, interfere with your visit.

**Confirming the correct location:**

Before you leave to conduct your mystery shop, please make sure you are visiting the correct Sarku Japan location and that you have read all the required paperwork needed to complete the shop. Your Confero Compass Shop Log lists the location information (including address) and the assigned shop date(s) and time(s).

**Client Requirements:**

- Visit the assigned location on the date and time frame specified in shop posting. **The time of day is critical.** If you perform the shop outside of the required time frame or on the wrong day, your shop will not be accepted and you will not be paid.
- Review all survey questions prior to shopping, so you will know the questions you are required to answer.
- Conduct the mystery shop personally. No one other than the assigned shopper may conduct this assignment.
- Cell phone conversations (this includes texting and answering your phone) are not permitted during this mystery shop. Your complete attention is expected during this mystery shop assignment.
- The online survey and validation must be submitted the same day as the shop is conducted.
### Conducting the Shop Visit:

<table>
<thead>
<tr>
<th>Days and Dates to Shop:</th>
<th>Order Requirements:</th>
<th>Validation Requirement:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shops must be conducted on the day assigned during the specific times for those days provided by the program scheduler.</td>
<td>Initial order: Place your order for <strong>Chicken Teriyaki.</strong> <strong>DO NOT order a drink initially.</strong> Allow the server time to offer/suggest a drink. If you are not offered a drink, you <strong>must</strong> add (1) one small Coca-Cola fountain beverage to your order.</td>
<td>Itemized receipt (not just a credit card slip) showing the required items.</td>
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</table>

Enter the restaurant and proceed to place your order. **Place your order for Chicken Teriyaki.** **DO NOT order a drink initially.** Please listen carefully to observe comments/suggestions made by the employee. Allow the server time to offer or suggest a beverage. If a beverage is not offered, you MUST add a small Coca-Cola fountain beverage to your order. If a Coca-Cola beverage is not ordered and not on your receipt with your Chicken Teriyaki, your shop will not be accepted. Additional items may be ordered, however we will only reimburse you for the Chicken Teriyaki and a fountain beverage. Your receipt should be for your purchase only. If you visit with a guest, please place a separate order.

### After Receiving Your Order:

After you have received your order, you must taste the food and beverage. Be prepared to rate the temperature, quality, presentation, and taste of your food items. Be prepared to provide information regarding the customer service you received. Please see survey for specific questions. Be sure to observe the restaurant. **Were coupons being distributed? Was sampling being conducted? Was there a tip jar?** **Does the neon sign work?** Is the dining area clean and tidy? **You must visit the restroom** while on your shop visit. Please observe if the restroom was neat and clean. (Please see online survey for specific questions so that accurate observations can be made) After you have completed the mystery shop, tasted the food items and made all the necessary observations of the restaurant, your onsite mystery shop is complete.

You are going to have to look for the new Coca-Cola 440z Enviromax Cups at the location. The following questions are on your survey. **Was 440z Enviromax cups stocked along with other cups size and visible?**

The Coke machine back merchandiser display looks like this:

![Coke Machine Display](image1)

The Countertop sign display looks like this:

![Countertop Display](image2)
Reporting Your Shop Findings:

Submit your Survey responses online and your validation (purchase receipt) the same day as your mystery shop visit. We cannot accept your shop survey without the validation receipt. **Upload your receipt** to your survey form (via scan or digital photo). If you cannot upload your receipt (validation document), please contact your scheduler.

To upload, click on the “Upload Picture” link on your shop survey. Browse for the file of your receipt and click “Upload Image File.” Be sure to check the uploaded file. If you cannot read it, then we cannot read it.

**If the validation document (receipt) is not received by 12 noon, the day after your shop, your shop will be considered late.** Confero, Inc. and our client will not accept late reports or reports missing validation (receipt); you will not be paid for your assignment if you fail to follow these client requirements.

Be sure to provide thorough and detailed comments about your mystery shop experience. Your comments must support survey answers, and must be written in complete, grammatically correct sentences. Be sure to only report on facts, not opinions. **Cutting and pasting answers between shop reports is NOT ACCEPTABLE.** All mystery shops with “canned” or copied and pasted answers will be thrown out and the mystery shopper will not be paid.

If you are conducting more than one mystery shop in one day, you should take very good notes after each shop visit to avoid confusion between shops. **If the wrong information is reported into any shop reports, all reports from a mystery shopper on that particular day will be thrown out.**

Additional Requirements:

- You must be at least 21 years old
- Act like an average customer to avoid being spotted as a mystery shopper.
- Do not generalize
- You cannot be a current or former employee of Sarku Japan Teriyaki & Sushi Express or any Sarku Japan Teriyaki & Sushi Express competitor.
- You cannot know or be related to anyone who works for Sarku Japan Teriyaki & Sushi Express or any Sarku Japan Teriyaki & Sushi Express competitor. You cannot be a staff member, scheduler, or an editor for a mystery shopping company other than Confero, without Confero’s prior approval of your assignment for this project. Do NOT contact any Sarku Japan Teriyaki & Sushi Express employees directly for any reason! If you have any questions or concerns about your assignment, about what happened during your shop, about an employee of the store, contact the program scheduler immediately.

All information about this assignment is to remain confidential. This includes the survey questions, guidelines, results and any other criteria. All findings reported by you are the property of Confero and may not be reported elsewhere.