



Mystery Shopping Alerts and Notifications

Shopper Alerts

If any of the questions below are answered negatively by shoppers, a manager who ordered the shop report will receive an alert. Red Alerts will also be received by LPM and Regional Manager.

<u>RED</u>	<u>POINTS</u>
1. Was a ticket issued?	3
2. Was the charge calculated correctly?	3
3. Was the content of the vehicle left undisturbed?	3
4. Was your vehicle returned undamaged?	3

<u>YELLOW</u>	<u>POINTS</u>
1. Was the gate arm down when approaching the entrance? Excludes Special events	3
2. Did the cashier use revenue control equipment to calculate parking fee	3
3. Did it appear that key was secured?	3
4. Were the date and time accurate on the ticket (+/- 5 minutes OK)?	3
5. Was the license plate correctly written on the ticket?	3
6. Were the last three digits of the license plate correctly written on the ticket?	3
7. Was transaction fee properly displayed?	3
8. Was the fee display clearly visible and correct transaction fee displayed?	3
9. If valet parked, was the vehicle survey done and discussed with you?	5
10. Did the attendant offer a receipt?	1