



SECURITY
SERVICES

SECRET SHOPPER

Shhh, it's a secret.

Per Mar Security Services' Professional Investigative team can provide you with the intelligence on your retail operation that will allow you to measure, take action, and improve your service and bottom line. Many companies use Secret Shoppers to measure the quality of their retail services or to gather specific information about products and services. Secret Shoppers pose as normal customers and provided detailed reports on tasks such as purchasing products, asking questions, and registering complaints.

Uncover potential threats:

Shoplifting - Secret Shoppers visit your store during peak times to assist in watching what is occurring when your team is busy servicing customers. By doing this, you get a third party assessment of the situation without drawing negative attention.

Customer Service - Secret Shoppers visit your store to see how your operation runs when the boss is out. From how you were greeted to how the transaction and sales efforts were completed. We will share details with you to improve sales, service, and customer satisfaction.

Gray Market Sales - Gray Market Sales occur when another business sells the same item that you sell but for significantly less. Secret Shoppers visit the suspected locations to obtain detailed information, including sales receipts, to allow you to stop these sales.

Internal Theft - Secret Shoppers visit your store to determine whether there is any internal theft. They look for activity such as merchandise or extra change being given away to friends when nobody is looking.

All of these services and many more are the best kept secret for you and your bottom line!

Call us today for a consultation.

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