

# Sample Mystery Shop

## Location

## Scenario

**Report ID:** 39402  
**Location:** Regional Brandon Hospital; 813-681-5551  
**Date & Time:** 11/3/2008 10:50:00 AM  
**Objective:** I am bringing in a friend for an MRI and I want to know approximately how long it is going to take because I have to get time off from work. Where should I bring the patient? Where should I park?  
**Overall Experience:** Completely Satisfactory

## Overall Satisfaction

### Narrative Report

## Narrative

When I initially attempted to call the Radiology Department at Regional Brandon Hospital the phone rang continuously for twenty rings with no answer. On my second attempt, Kathleen answered the phone in six rings stating, "Radiology, Kathleen speaking, how can I help you?" I informed Kathleen that I would be bringing my friend in for an MRI and that I would appreciate it if she could tell me approximately how long it would take because I would need to take time off from work. Kathleen explained that it would depend on what type of test she was having and proceeded to inquire as to whether or not I knew what type of test it was. I stated that my friend had not provided me with that information.

Kathleen then proceeded to inform me that in addition to the type of test my friend was having, the availability of the necessary equipment for the test would also be a determining factor on how long I should plan to take off from work. Kathleen stated that it would be difficult for her to say without speaking with one of the radiologists. I asked if she could give me a rough idea of how much time I would need. Kathleen stated that if she counted the time to register, I should plan on being there for a minimum of three hours.

I also asked Kathleen where I should bring my friend once we arrived at the hospital. She explained that we should enter through the main entrance, go through the ID check-in, then on to admitting. Once we finished at registration we should follow the signs to radiology.

After I asked Kathleen where we should park, she informed me that there was a parking garage adjacent to the hospital. I thanked Kathleen for all her help and stated that I really appreciated it. Kathleen said, "You're welcome, thank you for calling Regional Brandon Hospital and I'll see you when you come in."

Kathleen was friendly, enthusiastic and seemed sincere in assisting me. She was well-spoken and easy to understand. Kathleen listened intently and answered my questions as thorough as possible. I especially liked how, at the end of our conversation, she added that she would see me when I came in; it made me feel welcome and that she was looking forward to our visit.

## Conclusion

### Quantitative

XYZ Memorial Hospital - Telephone Standards		Contacts	Kathleen
Telephone was answered within three rings.			NO
Employee identified himself or herself.			YES
Employee identified the department or practice name.			YES
Employee verbally offered assistance such as, "How may I help you?"			5
Employee used a friendly tone of voice.			5
Employee spoke slowly and clearly.			5
Employee showed respect for the caller by listening empathetically.			5
Employee could place a call in voice mail.			N/A
Employee asked permission to put the customer on hold and waited for a response.			N/A
Employee offered to call back if correct department or person was not identified.			N/A

## Evaluation Standards

**Scale**  
 5=Completely Satisfactory  
 4=Mostly Satisfactory  
 3=Mediocre  
 2=Mostly Unsatisfactory  
 1=Completely Unsatisfactory

## Scale