



# Mystery Shopper Team

## STANDARD PACKAGE

Hawthorne Consultancy



# *What can we do for you?*



We want to be a part of your brand's journey to excellence.

Let us train and deploy a team of well-trained Mystery Shoppers to give you a 360 degree evaluation of your product's service levels and the staffs' product knowledge.

*xElisa  
Hawthorne Consultancy*

# *Mystery Shopper Team*

It's all about the right training



## **Hawthorne, a partner in service excellence.**

Let us assemble a team of mystery shoppers that will accurately gauge the level of service excellence and staff product knowledge in the outlets. For good measure, we will throw in a market potential evaluation, a survey of top selling products in the store and a brief location review. This way, researchers come home not just with a static review of service levels but a thorough breakdown of the service location's market potential.

There is a wealth of information to collect and cull from a single visit, you just have to send in a trained researcher.

## Criteria to Evaluate

- Service Excellence of staff
- Product Knowledge of staff
- Market size and market potential of the location
- Top Selling items and brands in the location
- Key Strengths and Weaknesses of the location
- Key market specific to the area.

**Let us help you uncover untapped potential, not just check out and maintain service excellence.**





## **Inclusions**

The package fee includes the following:

- Recruitment of the researchers.
- Training of the researchers in data gathering.
- Checklist of items for evaluation.
- Design of data gathering form.
- Itinerary preparation
- Costing of fieldwork.
- Analysis of results
- Comprehensive recommendation for service improvement.
- Comprehensive review of possible untapped potential for each visited location.

## **Choose us because...**

We have a comprehensive background in market research, both in theory and in practice.

Let us help you flesh out untapped opportunities that can potentially lead to innovation, new markets or even just a simple increase in revenue --- all while doing an audit of your service levels.

## *Get to know us well.*

Hi! I am Eloisa, the Lead Consultant.



I am a business strategist with more than 20 years of cross-industry experience in financial services, consumer goods, education and healthcare which developed my leadership skills at strategic execution across different types of industry. I have a strong record of driving revenue growth and building brands, making me and my team an asset to companies seeking expertise in product development, marketing & communications and brand management.

My managerial experience in Marketing is backed by a Master's Degree in Business from Ateneo Graduate School of Business and Cum Laude honors from the University of the Philippines, Diliman. I also have a certificate in Corporate Finance from Ateneo CCE.

Click on my [Professional Experience](#) tab to view my CV.

# *Management Fees*

## **Final package fee for costing after the coordination meeting.**

Let us work together in coming up with a fair price that will deliver value to both parties.

Together, we can raise service excellence in all your outlets, raising the bar and surpassing the exceptional towards higher revenue and a healthy bottomline.

Questions?

0956-400-1626

[admin@cavantconsultancy.com](mailto:admin@cavantconsultancy.com)

[mpreyes21@alum.up.edu.ph](mailto:mpreyes21@alum.up.edu.ph)

<https://www.cavantconsultancy.com>

---

## BUSINESS PROCESS



01 Submission of proposal & quotation.



02 Online meeting for clarifications and expectations setting.



03 Client pays 40% downpayment through deposit to authorized bank account.



04 Contract Signing



05 Field work.



06 Final Report. Client pays 60% remaining balance payment one (1) working day after lecture.

# LOOK CLOSER.

## WE ARE MORE THAN WHAT MEETS THE EYE. WE OFFER MORE. WE ALSO CUSTOMIZE OUR PACKAGES.

Hawthorne Consultancy goes beyond providing services — we deliver solutions that empower businesses to grow steadily through methodical planning and analysis of its unique strengths. We're here to help you navigate challenges, seize opportunities, and turn your vision into results — one strategic step at a time.

Engaging our services is a smart move that will build your brand, improve your operations and enhance your online presence.

Let us walk you through our services and creative process in an exploratory meeting that will open doors you didn't know existed.



---

[www.cavantconsultancy.com](http://www.cavantconsultancy.com)

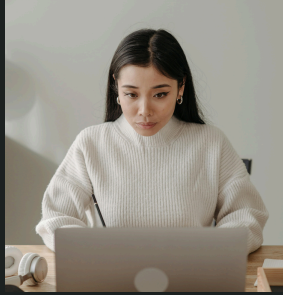
[admin@cavantconsultancy.com](mailto:admin@cavantconsultancy.com) | [mpreyes21@alum.up.edu.ph](mailto:mpreyes21@alum.up.edu.ph)

0956-400-1626

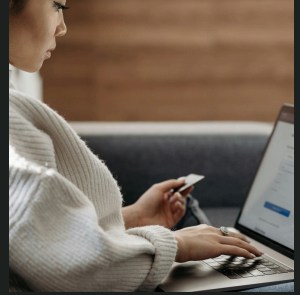
# OUR SERVICES



01 CORPORATE  
TRAININGS



02 SOCIAL MEDIA  
MANAGEMENT



03 CUSTOMER  
SERVICE



04 MARKET  
RESEARCH



05 TALENT-ON-  
RETAINER



06 CREATIVE  
SERVICES

## EXPERTISE & EXCELLENCE

We provide a complete range of marketing services  
customizable to your unique business needs.

[www.cavantconsultancy.com](http://www.cavantconsultancy.com)  
[admin@cavantconsultancy.com](mailto:admin@cavantconsultancy.com) | [mpreyes21@alum.up.edu.ph](mailto:mpreyes21@alum.up.edu.ph)  
0956-400-1626

NOTICE: All Hawthorne payments are only accepted through deposit to the authorized Hawthorne passbook-only Savings Account Number (3731027071). Payments can be made Over the Counter, via online banking or fund transfer, but it has to be deposited to this bank account only. Cash and/or Cheque payments paid in person will not be accepted, it has to be deposited to the authorized Hawthorne bank account. Payments through other payment channels will not be accepted. Likewise, also note that ALL Hawthorne payments including all its brands do not accept payment in any of our websites because all website payments are disabled. This Hawthorne bank account number is indicated in the contract signed by the Lead Consultant and only the Lead Consultant is authorized to sign any contract or issue any receipt in behalf of Hawthorne Consultancy and these contracts are signed only by the Lead Consultant on-site in a face-to-face meeting. No other representative has been authorized to accept any payment in behalf of Hawthorne nor execute any financial transaction in behalf of Hawthorne. This payment rule applies not only to the Hawthorne Consultancy business but also to the following Hawthorne brands --- Clerica, Canterbury Academy, Lingua Franca, Biblioteque, Maldita Speaks, Power Tutorial. There is only one authorized bank account for all Hawthorne payments for all its brands.

There are only two modifications to this payment rule which is in the case of Power Tutorial and MOD, wherein for these two only the twenty-five percent (25%) downpayment - which serves as Consultant's Fee - is paid to the Hawthorne bank account, because the 75% balance payment is paid directly to the tutor ( for Power Tutorial) or client ( for MOD).

Note that PowerTutorial is a microsite temporarily housed in the Biblioteque domain but Biblioteque is a totally separate brand from Power Tutorial and therefore, all of the fees for payment in Biblioteque (unlike Power Tutorial) is for the full account of Hawthorne Consultancy only. Biblioteque has no affiliates, partners or other service providers, unlike Power Tutorial.

This notice is communicated in all Hawthorne materials---website, contracts, e-mails, mobile messages, receipts and all marketing materials such as brochures, letterheads and proposals.

HAWTHORNE CONSULTANCY



*Thank you!*