

=====FEEDBACK INSTRUCTION/GUIDE=====

Hello Survey Agent,

You signed up for our survey task online a few days ago in which you filled in your name and mailing details to evaluate participating retail stores and get paid for your feedback. Enclosed in the USPS envelope is a security deposit in form of a cashier's check which will be used to conduct your 1st survey/evaluation. Your job is just to act like a regular customer and perform a normal business transaction while you conduct a simple survey/evaluation (without being noticed) and gather information about quality of staff, customer service professionalism, behavior of staff and other issues at such locations.

You are required to TEXT "RECEIVED" TO 585-407-7171 OR EMAIL "RECEIVED" to evaluation.report001@aol.com once you receive the USPS envelope. Your 1st survey/evaluation will be on participating family of stores near you e.g Walmart. There have been reports about daily limits, harassment of customers, unqualified staff, slow processes, lapse in the services of some of their staff etc. This survey/evaluation is necessitated based on reports which their customers forwarded anonymously to the head office. Note that this is an undercover survey so it is imperative that you keep confidential so as to guarantee an unbiased survey.

After receiving the check payment for \$2,800, you are to cash at your bank or make a next day deposit, then deduct \$350 as your commission/salary, then proceed to Walmart with the remaining \$2,450 to conduct your survey/evaluation. You are required to TEXT "AT LOCATION" TO 585-407-7171 OR EMAIL "AT LOCATION" to evaluation.report001@aol.com once you get to Walmart so we can record the exact time you start your evaluation. You will be visiting 2 Walmart stores around you.

EXPENDITURE BREAKDOWN:

Commission/salary.....	\$350
Purchase any items of your choice which you get to keep from 1st Walmart location.....	\$25
Purchase Three (3) Walmart gift cards of \$400 each (\$1,200 from 1st Walmart location).....	\$1,200
Purchase any items of your choice which you get to keep from the 2nd Walmart location	\$25
Purchase Three (3) Walmart gift cards of \$400 each (\$1,200 from the 2nd Walmart location) ..	\$1200
Total	\$2,800

=== YOUR 1ST SURVEY/ EVALUATION ===

You are to have the check cashed at your bank before proceeding to Walmart to conduct your evaluation. You can make use of cash or your card to conduct your evaluation. You are required to TEXT "AT LOCATION" TO 585-407-7171 OR EMAIL "AT LOCATION" to evaluation.report001@aol.com once you get to Walmart so we can know the exact time you start your evaluation. You will be visiting 2 Walmart stores around you. Just walk into the store like any regular customer, purchase any items of your choice worth \$25 which you get to keep and also three (3) walmart gift cards worth \$400 each (total \$1,200). You then proceed to the 2nd store location, purchase \$25 worth of items which you get to keep and the remaining three (3) Walmart gift cards of \$400 each (total \$1200). You are required to professionally conduct your survey/evaluation using the guidelines below (without being noticed) while you transact like a regular customer to guarantee an unbiased survey/evaluation.

- Take down the address of the store along with the exact time you step into the store.
- General outlook and neatness of the car park and interior of the store.
- Were you offered hand sanitizers and/or was your body temperature measured.
- How easy was it to spot the gift cards.
- How many cashiers can you count at the store.
- Note if the cashier who attends to you is wearing a name tag. If yes take down the name without being noticed.
- Gender and age bracket of the cashier who attends to you.
- Exact time you step out of the store.
- What other item(s) did you purchase with the \$25.
- Is social distancing observed at the store which generally helps to curb the spread of COVID -19.

After completing your survey/evaluation, you are to take a clear picture of the receipt, along with the gift cards and the items purchased as confirmation and send along with your detailed evaluation report via TEXT TO 585-407-7171 OR EMAIL TO evaluation.report001@aol.com . You are to keep the cards as you will be given further instruction on what to do with the cards after your evaluation report has been reviewed.

It will only take you a few minutes to complete your evaluation so I expect you to try to get it done promptly. You will get a \$100 bonus for promptly completing your evaluation in 48 hours. Remember this is an undercover survey/evaluation so you must remain confidential. Walmart stores do not like being evaluated so you must be professional to guarantee an unbiased survey/evaluation. The Walmart gift cards have a samsclub.com written at the back of the card so be sure to purchase only Walmart gift cards and not make a mistake. Some stores have daily limits so if you cannot purchase all the cards together, then you purchase them one after the other which means you will have more than one receipt. You are to make use of your discretion to conduct your evaluation.

John Stewart
HR Manager



585-407-7171 (TEXT, CALL OR VOICEMAIL)

evaluation.report001@aol.com

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