

# Mystery Shopping

## @CaseTrust

[Employment Agencies]

## Aftersales

24. Did the staff end the visit on a positive note?

| Yes                                 | No                       |
|-------------------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |

When I left, Azlinah asked me to contact her should I have any further questions. However, she did not walk with me to the door.

## Advocacy

25. Based on your overall experience (in terms of the various service attributes), will you return to this Employment Agency? Why or why Not?

| Yes                                 | No                       |
|-------------------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |

I would probably consider MNK if I was to return to an employment agency. As shown by the service provided by Azlinah, MNK had shown professionalism and high level of service. Azlinah had been patient despite my many questions and she did not show any displeasure even when I informed her that I was not sure what I wanted and was enquiring for my mum. Clearly she was professional and had enthusiasm and passion for her job. It was also reassuring when Azlinah informed me that employers are able to interact with the maids on webcam to make their selection. This would aid potential employers in their decision making process.

26. Based on your overall experience (in terms of the various service attributes), will you recommend this Employment Agency to someone else? Why or why Not?

| Yes                                 | No                       |
|-------------------------------------|--------------------------|
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |

I would most likely recommend the agency to someone else. MNK appeared to be a professional and reliable firm. There is also some level of commitment to quality. The service provided by Azlinah was also most commendable and this level of service would extend to any other potential employer who walks into the agency.