



Community Housing  
Management Network

Réseau de gestion du  
logement communautaire

# Mystery Shopper



# Service Areas

- Phone was answered
  - Was the person pleasant?
  - Were wait times explained?
  - Was an application sent out?
  - How quickly was the application received?
  - Was the person directed to a website?



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# Service Areas

- Message left
  - Did the message give hours of service?
  - Did the message direct the caller to a website?
  - Did the message say when the call would be returned?
  - Did the person receive a return phone call or email?



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# Summary

- The services The Network provides to our clients is what keeps us in business.
- SERVICE is key to our success.



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