



Hospitality Recruitment Solutions

Mystery Guest Client Agreement

Hospitality Recruitment Solutions is in the business of providing customer service evaluations and undisclosed examinations of clients' businesses and their operation's.

NATURE OF WORK:

The mystery guest will visit the client's establishments as requested and accurately and honestly document his/her factual experiences and report them to the client on Hospitality Recruitment Solutions standard report template or your tailored report as outlined below.

THE REPORT:

Hospitality Recruitment Solutions offers a standard report template for a restaurant, hotel, club and winery. If you are looking for a tailored audit to target specific areas of your business we would be happy to assist you to and would welcome you to discuss your requirements with us. There is no additional cost for a tailored report however we would ask for an ongoing commitment to the mystery guest program for a minimum of 12 months.

MYSTERY GUEST PROGRAM:

Hospitality Recruitment Solutions is motivated to assist you in improving and developing your operations and customer service within your business, we therefore offer a program which allows you to engage with us over a 12 consecutive months. To thank you for your ongoing commitment we would like to offer your last month's mystery guest report fee of \$250 + GST on a complimentary basis.

LOCATIONS & TRANSPORTATION:

It is understood that the mystery guest's services will be rendered at various locations that may involve transportation. Transportation costs, such as gas, mileage, tolls etc. are at the mystery guest's responsibility and will not be reimbursed by the client unless otherwise specified.

HOURS:

If an assignment is to be completed on a certain date or during specific hours, then the date and hours will be included in the assignment instructions and the mystery guest will complete the assignment only during these dates and hours. Assignments not completed during the specified dates or hours will be considered invalid.



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PAYMENT TERMS:

Hospitality Recruitment Solutions will deliver by email the final mystery guest report within 7 days of the mystery guest visiting the client's premises. Upon receipt of the report the fee of \$250 + GST plus any related costs are to be paid strictly within 14 days as outlined on the invoice. (Receipts for the related costs will accompany the invoice).

PRIVACY

Hospitality Recruitment Solutions is bound by the Privacy Act 1988 and meets all obligations in relation to collection, use and access of personal information held in relation to the client or employee of the business being visited. All details on both the clients and employees are kept confidential and are appropriately used to assist in the improvement of the client's organisation.

Completion below guarantees authorised acceptance of the above terms of business:

Name: _____

Position: _____

Company Name: _____

Company ACN/ABN: _____

Date: _____

Signed: _____