Secret Shopper Expectations

As part of the Secret Shopper program, you will be provided with a Hawkeye Card with funds provided by the University of Iowa. You will be assigned five shops per week and will visit all Campus Convenience Stores, Market Places, & Campus Cafes, posing as a casual shopper to collect a variety of information, including but not limited to, quality of food, variety of food items available, display, presentation, service and cleanliness of the operation.

Below is a list of expectations associated with the Secret Shopper program. You must read and sign this document before beginning with the program.

- The Secret Shopper program runs from week two of the semester through week fifteen. You are expected to work through this entire timeframe.
- You are required to do 5 shops per week. If you are unable to complete all 5 required shops then you are expected to contact your supervisor by 2:00 PM on Friday of that week to explain why.
- You are required to only do the shops you are scheduled for and they need to be done during the time period specified on the schedule.
- You must fill out the survey within 24 hours of doing the shop.
- You are not allowed to use your Hawkeye Card with funds provided by the Secret Shopper program for personal use or to purchase anything not related to being able to fill out the survey. Flagrant misuse may result in payroll deduction, card revocation and/or the cardholder's termination.
- You are not allowed to use your own money for shops as you are required to use the funds provided to you by the Secret Shopper program.
- You are not allowed to go over $10.00 for any shop but must spend at least $6.50 per shop. If the $10.00 is not used for any shop then you are not able to use the remaining funds for your next shop or for any additional purchases. Example: using $7.00 at one shop does not mean you get $13.00 for the next shop.
- You are required to purchase a cold item and a hot item (please notate in the comments if you are unable to evaluate hot food because the location does not carry hot food) during each shop in order to effectively fill out the survey.
- Ample comments are expected to be given for each section of the survey in order to best explain why a certain rating was given. So Lower ratings should have negative comments explaining what was wrong in order for the location to be able to improve. Higher ratings should have positive comments explaining why the rating was deserved.

As holder of this Hawkeye Card, I agree to accept the responsibility and accountability for the protection and proper use of this Hawkeye Card. I understand, accept and agree to follow the Purchasing guidelines as outlined. I understand that the unauthorized use of the Hawkeye Card by me may result in discipline, up to and including dismissal from employment. I hereby authorize the University to hold my final paycheck until I have returned the Hawkeye card to my supervisor. I also authorize the University to debit my paycheck for any personal or non-authorized use.
By signing this document, I am adhering to the expectations set up above. I agree that I have read and understand what is expected of myself as a Secret Shopper. I understand I will be held accountable for the information and agree to carry out my duties as a Secret Shopper, as expected. If I fail to do so, I understand progressive disciplinary action up to and including termination will be taken as agreed to and outlined in the Dining Employee Handbook.

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Secret Shopper Signature

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Secret Shopper – Printed Name

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Supervisor

__________________________________________________

Date

___________________________

Date