

Albatross CX is a leading company for Performance Evaluation for luxury and premium brands. We are looking for Chinese mystery shoppers in Madrid and Barcelona. You need to be fluent in Chinese and Spanish (or English)

Your feedback will provide valuable insights to the brands about the customer service level in their boutiques. You will test and evaluate the external appearance, business organization and cleanliness, general behavior of employees as well as product knowledge and sales techniques. Always interesting and exciting.

As a Customer Experience Evaluator, your role would be to go to the assigned stores and to pretend to be looking for specific item. You will simply let the Sales Person help you and guide you through the visit. In the end, there is no purchase to make and you will leave the store. You will fill up an online questionnaire to give your impressions regarding the shop environment and the customer service.

It doesn't differ much from a regular shopping session, you will just need to fill up a questionnaire at the end. You must have good writing skills, eye for detail and good memory.

Customer Experience Evaluation is a mission based job. You can perform your visit(s) anytime as long as you respect our deadline. Payrate is based on the length of the survey and the type of visit.

You can easily register online at Albatross Global Solutions under this link:

<http://www.albatrossonline.com> or contact us directly at eva.madrid@albatrosscx.com