

SO.dOr

Your key to an exclusive world

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Mystery shopper Service



# About:

## SO.D'OR

At SO.d'Or, we provide access to a world of extraordinary high-end private concierge services and service enhancement programs tailored to all your needs. We are a private concierge company that simplifies your life by assisting our members in all aspects to provide peace of mind and convenience.

## SO.D'OR SERVICE ENHANCEMENT

At SO.d'Or we specialize in service enhancement for future world-class professionals by offering customized modules for your team to enhance their service quality to the next level of hospitality. Our programs are tailored to all levels of staff, from recent graduates and entry-level positions to supervisors and even executives, and delivered by a team of professionals who have led the hospitality sector for decades.



# Mystery Shopper Services:

At SO.d'Or, we offer a Mystery Shopper programs to assess all hospitality-related concepts in terms of service and quality. One of our experts will secretly visit your establishment to inspect all aspects of operations, logistics, hygiene, and staff interaction with clients.

Our experts and team have different backgrounds and experiences in international hospitality establishments such as hotels, restaurants, and more.

Following our visit, we will provide a mystery shopper report; detailing the overall experience and issues encountered.

Should the company be interested in our programs, the next step would be to meet with the client or representative to present a more detailed report with recommendations that could be offered based on the areas we believe are open to improvement.

Program proposal fees and schedule will be shared following the meeting based on the client's needs and interests.

Once an agreement is in place, all logistics, timings and overall program plan will be arranged in line with the client's requirements.

At the end of the program, a detailed report will be delivered and presented, including comments and future recommendations.



# Mystery Shopper Services Packages



## ONE TIME SERVICE PACKAGE

- A SO.d'Or expert will make a one-time site visit.
- A full check list and the report will be presented and discussed with management.
- A proposal for suggested service enhancement program packages according to the visit, if needed
- A single visit service fee of 7500 SAR.

## ANNUAL CONTRACT PACKAGE: QUARTERLY VISITS

- Total of 4 visits, one each quarter: starting within one month from the contract signing date, the SO.d'Or expert will attend a one-time site visit each quarter.
- A full checklist and reports are to be presented and discussed with management.
- A proposal for a suggested service enhancement package according to the visit, if needed, with 10% discount on service enhancement program packages
- Annual contract: quarterly visit fees of 25500 SAR.

## ANNUAL CONTRACT PACKAGE: MONTHLY VISITS

- Total of 12 visits, one per month: starting within one month from the contract signing date, the SO.d'Or expert will attend a one-time site visit each month.
- A full checklist and reports are to be presented and discussed with management.
- A proposal for a suggested service enhancement package according to the visit, if needed, with 20% discount on service enhancement packages.
- Annual contract: Monthly visit of 67500 SAR.

# Mystery Shopper Service



- SO.d'Or expert to attend the visit(s) for the selected establishment in accordance with the package chosen.
- A report to include suggestions and recommendations according to the visit.
- a checklist to be shared within 24 hours of completing the visit.
- A full report is to be shared within 72 hours after submitting the checklist.
- (Selected package fees are subject to VAT.)
- 50% of the fees are to be completed as soon as the proposal is signed, and the remaining 50% is to be completed before submitting the final report.
- Consumption or usage of the services during the agreed-upon test is fully paid for by the client.

The Beneficiary Company

Name:

Signature:

Date of sign:

Company Stamp:

Sora Saud Trading Company

Name:

Signature:

Date of sign:

Company Stamp:

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