

A SNAPSHOT OF THE SPECT WEBSITE

What is Mystery Shopping?

Mystery Shopping is an investigation of the quality of customer service executed by selected and trained anonymous persons, whereby objective information (facts) is collected on **what a client experienced** during his interaction with a salesperson.

What are the benefits of Mystery Shopping?

This investigation provides an opportunity:

- To see the quality of customer service through the eyes of your clients
- To manage and continuously improve customer service
- To improve the financial results of the company

Who provides such services?

SPECT:

- The first and only specialized Mystery Shopping service provider in Lithuania
- Uses the latest MS technologies
- Maintains a network of professional mystery shoppers all across Lithuania

The main goal of SPECT is your business success!

For more information please visit: <http://www.spect.lt>

Contact us:

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The enterprise is registered in the Register of Enterprises of the Republic of Lithuania, managed by State Enterprise Registrų centras
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