



Sheffield's Hospice

Volunteer Task Profile  
**Mystery Shopper - Retail Volunteer**

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**Volunteer Lead: Retail Area Support Manager**

**Hours:** Flexible times available throughout the week

**Available to:** Volunteers aged 18+

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**Introduction**

Our quarterly mystery shop visits (just four a year) are a great way for us to understand how things are going across our shops - what we're doing brilliantly, where we can improve, and how we can make the experience even better for our customers, donors and teams.

We are looking for friendly, observant and reliable people to help us capture this, so your role is incredibly important. By following the guidance provided by St Luke's, you'll help us gather consistent, meaningful insight that makes a real difference to our shops and the people who visit them.

**What does this role involve?**

Your visit provides a snapshot of the real customer and donor experience. The information you record will be used by:

- **Area Managers** to support and develop their teams.
- **Head of Retail (HOR)** to identify trends, strengths, and areas for improvement.

The aim is constructive feedback - celebrating what staff do well while highlighting opportunities for growth.

**Before Your Visit**

- Ensure you have the correct and most up-to-date version of the mystery shop form.
- Plan your visit discreetly — your identity as a mystery shopper must not be revealed.
- Bring an item to donate. If none is available, stock will be provided for you to use.

**During Your Visit**

You must carry out **at least two separate interactions** with staff.

**1. Donation Interaction**

- Donate an item as any donor would.
- Observe:
  - How promptly and warmly staff greet you.
  - Whether your donation is handled correctly and safely.
  - Whether Gift Aid (if applicable) is mentioned appropriately.
- Consider how the experience would feel from a donor's perspective.

*Approved April 2026*

## 2. Purchase Interaction (must include the till point)

- Select an item to buy and browse the shop naturally.
- Interact with staff at least once on the shop floor (e.g., asking for help or information) and once at the till.
- At the till, observe:
  - Customer service standards
  - Accuracy and professionalism
  - Additional asks such as Gift Aid, promotions, etc.
- You will be **fully reimbursed** for the cost of the item purchased.

### General Observation Areas

During the visit, consider:

- **Shop Presentation:** cleanliness, displays, layout, signage, pricing.
- **Staff Behaviour:** friendliness, approachability, professionalism.
- **Customer Journey:** ease of browsing, atmosphere, service consistency.
- **Compliance:** any procedures followed or missed.

Take mental notes only — please do not write anything down until after you leave the store.

### After Your Visit

Within **48 hours**, please:

#### 1. Complete the Mystery Shop Report

- Write clear, factual, and balanced comments.
- Include examples to support your scores.
- Focus on what you experienced, not assumptions or personal opinions.

#### 2. Submit the Report

Email the completed form to:

- **The Area Manager**
- **Head of Retail (HOR)**

#### 3. Attach Your Receipt

- Include a photograph or scan of your purchase receipt with your email.
- Reimbursement will be processed once received.

## **Confidentiality**

All mystery shop information is confidential.

- Do not discuss your visit with shop staff at any time.
  - Do not share your findings outside the Area Manager and HOR.
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## **Benefits**

- Be part of a friendly and supportive retail team.
  - Receive full training and ongoing support.
  - Contribute directly to the funding of essential St Luke's services.
  - Meet new people and build confidence in a welcoming environment.
  - Recognition for your contribution as a St Luke's volunteer.
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## **General**

All St Luke's volunteers are asked to:

- Be a minimum of 18 years.
  - Attend induction and training if required.
  - Abide by the Health & Safety at Work Act.
  - Adhere to policies, procedures, and the fundraising code of practice.
  - Co-operate and liaise with other volunteers (if applicable).
  - Have a positive attitude.
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## **For more information on the role, please contact:**

For more information on the role, please email [volunteer@hospicesheffield.co.uk](mailto:volunteer@hospicesheffield.co.uk)