

**Corporate Research International**

1920 N 34th St  
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January 26 2009

**Attention:**

RE: Position: Customer Service Evaluation

Rep ID#: **WEB-8459**

CONGRATULATIONS! Due to the information we have ascertained, I am pleased to inform you that you have been selected to become one of our representatives.

Please be informed that there is a probation training assignment that you are required to complete within 48 hours. This training assignment takes about 2 hours to complete and it's a PAID training. Training pay rate remains \$120 per hour. The aim of this training assignment is for you to familiarize yourself with the practical feel of what secret shopping entails.

This assignment has been put together to be complete at any Business branch locations listed below. The objective of this assignment will be to evaluate the effectiveness and efficiency of their customer service and a payment system called "Money Gram".

Your job description would be to pose as a potential customer to the assigned place of business and evaluate the effectiveness, efficiency and customer service of the particular establishment, without revealing your course.

**NOTE: ENCLOSED IS A CHECK FOR \$1,510.00 TO ASSIST YOU WITH YOUR ASSIGNMENT. IT IS IMPERATIVE THAT UPON RECEIPT OF THIS CHECK THAT YOU CONTACT OUR OFFICE (1-877-932-4467) IMMEDIATELY. FAILURE TO COMPLY WILL RESULT IN THE AUTOMATIC STOP PAYMENT ORDER OF CHECK.**

Below is the breakdown of attached funds:

	EVALUATION AND TRAINING PAY	\$240.00
Your tasks are as follows:	Lowes Purchase	\$40.00
	Wal-Mart purchase	\$50.00
	Money Gram transfer	\$1,150.00
	Service Charge by Money Gram	\$30.00
	Total	\$1,510.00

In the process of this evaluation assignment, please take note of the quality of service in order to be able to fill out a fair and unbiased opinion on the Customer Service Evaluation Tool (CSET) form enclosed with this letter. This form should be faxed back to our office after the completion of your assignment with all information filled in appropriately, along with all transaction receipts.

Sincerely,

Patricia Jean Rourke  
(HUMAN RESOURCES) M S P

HAVE FUN!!! HAVE FUN!!! HAVE FUN!!! HAVE FUN!!! HAVE FUN!!!

