
Explanation

Once you have signed up and complete our briefing process - you will then be ready to start completing audits. Below, is a template of 3 of our briefing document's and 2 of reports.

The briefing documents outline exactly what you must do for each audit and what information you must collect. Each brief will vary, but will be detailed enough to provide all of the information you need.

The reports will show what information you must collect and the detail you must provide back to us. Reports will vary from client to client, but the below will give some examples of how they work.

You will also have dedicated managers to help you each day, and provide support and guidance throughout.

Contents

PAGE 2-5 - TILL COMPLIANCE - BRIEFING DOCUMENT

PAGE 6-7 - ENERGY DRINKS - BRIEFING DOCUMENT

PAGE 8-9 - ALLERGENS - BRIEFING DOCUMENT



Before arriving

Context: The purpose of this audit is to test whether staff comply with key policies around the manned checkouts. These policies include managing queue length, trolley positioning and correctly scanning visually-similar items placed on and off the till belt. The audit should be completed undercover (act as a normal customer at all times), but you will have a Letter of Authority available to you, should you be questioned by staff during your audit.

Shop opening times: You must complete your audit **between 10:00 - 20:00**. If you audit outside these hours and there are **no staffed tills open**, we will be **unable to pay you** for the audit. You must check you audit this location whilst the store is open, using the store's shop locator. If the store is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Additional info: You **must pay with cash** for this audit; ensure you have **at least £8 in cash** with you, in case you need to purchase more expensive items from the list. You will also need a **£1 coin** to unlock the trolley.

Ensure you have a printed copy of the **Letter of Authority**, in case this is needed.

Audit process

1. Ensure you have watched the [briefing video](#) before completing your audits.
2. **Geo-tag your location.** You must do this when you arrive at each audit. Note the time you enter, and collect a trolley.
3. You must purchase **four specific items from the product lists 1,2 and 3** for this audit (1. A carrier bag 2. A bottle of drink 3. A pair of bakery items) these are specifically listed on Page 3 and onwards. Please locate these items and add them to your trolley, noting the display price of each item. You will be asked to report if there was a variance between the displayed price of the items and the price you were charged (displayed on your receipt).
4. You should aim to purchase the product on the **primary list** for each item; if you are not able to find a product on the primary list, you should purchase the product from the **secondary list** for *that item only*. If the items on the secondary list are also unavailable, purchase the products from the tertiary list. If none of the products for that item are available across all lists, skip that item and continue with the rest of the purchase.
5. You must then **select multiple items from List 4** to make the total value of your shop as close to £7.50 as possible. The value must not exceed £7.50. You may choose which items you would like to purchase. Note: *If you are completing multiple audits, please try and make your shops somewhat different each time.* **Note:** You must **not** purchase more than 3 items of the same product from List 4 to make up the rest of the basket spend.
6. Once you have selected all the required items, take a **photo of your trolley** that clearly shows the labels of the items in the trolley, then head to the checkout area. **Do not** use a self-scan till to complete your purchase.

(cont...)

Notes to take

- Time of entry
- Any products from list 1 and 2 that were unavailable.
- Which items did you choose from list 3?
- Were product labels all correct?
- If you were charged for all items, *and* if you were charged the correct prices.
- Given the correct change?
- Anything to clarify

Expenses

You may reclaim the following expenses at the end of the report:

- The cost of products purchased, up to the value of **£7.50**, under '**Specific Purchase Requirement**

Extra Info

The prices of the items in this document are only a guideline, actual prices in store may vary. Ensure you are comparing the display price to the price you were charged on the receipt.

If there is no trolley available, use a basket instead and follow the same process leaving the specified items in the basket.

If the store is **closed during the advertised opening hours**, take a **site photo** for your report.



Audit process continued

7. Whilst in the queue, make a note of the following:
 - If any closed checkouts have their gates open
 - If any closed checkouts have coins or money rolls clearly visible
 - How many checkouts are in the store, and how many are open
 - The length of the queue
 - Did the staff open a new till (if required)?

8. Place your items on the till belt so that the similar items are next to each other, except for the items which are specified to leave in the trolley (choice of drink; the carrier bag). When you get to the front of the queue, ensure you place your trolley so that it is not in the 'best' loading position.

9. As you go through the checkout, note the following:
 - Was the staff member was wearing the correct uniform?
 - Was the staff member was wearing a headset?
 - Was the staff member was wearing a name badge?
 - Did the staff member put your trolley in the 'best' loading position?
 - Did the staff member greet you?
 - Did the staff member engage with you?
 - Did the staff member ask if you had Plus?
 - Did the staff member thank you for shopping with and say goodbye?

10. Note what the staff member does with the items you left in the trolley - were you charged for them? And if so, did the staff member remove them from the trolley or comment on them? If the cashier notices the items in your trolley at the till point, please pay for them. Do not say you no longer need/want them.

11. Pay for your shopping **with cash**, and note if the staff member gives you the correct change. If you are asked if you are a **Plus Member**, you **must** say no.

12. Make sure you get a **receipt**; if one if not provided automatically, you **must** ask for one **before** walking away from the till.

13. Move over to the packing benches to pack your bag; any items that you were not charged for, you **must** leave behind on the packing bench. There is also usually a foodbank collection point near the exit, where you may wish to leave any non-perishable items. However, **do not** leave any items that you were not charged for in the collection crate.

Extra Info !

have a customer service policy called 'GREAT':

Greet: Does the colleague wait for the belt to be fully loaded and greet the customer?

Review: Does the colleague review the queue e.g. react if another till is required to open?

Engage: Does the colleague engage with the customer?

Assist: Does the colleague ask the customer if they are a Plus member?

Thank: Does the colleague thank the customer for shopping with us and say goodbye?

If carried bags are unavailable in the usual location at the till, ask the staff member for one.

If staff are unable to open a staffed till, politely accept this and then purchase a small item to get a receipt, then submit your report as unsuccessful.

Do not use the Plus App when making your purchase.



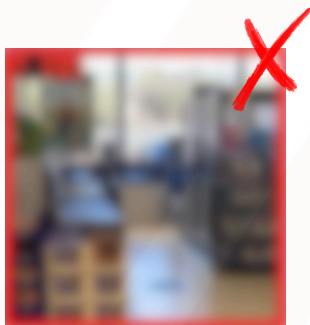
Headband



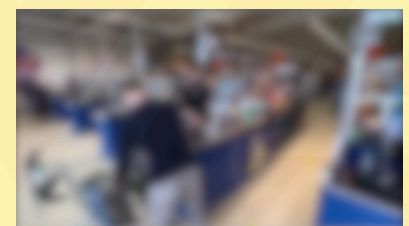
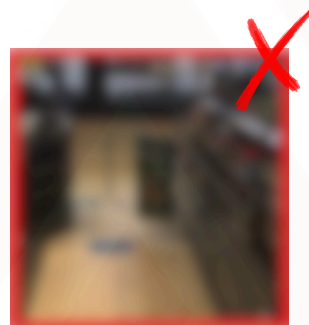
Neckband



Closed Till Gate



Open Till Gates



Best loading position



Item List (page 1 of 5)

LIST ONE (Carrier Bag)

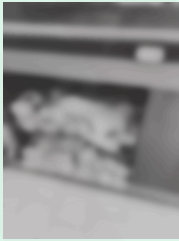
PRIMARY LIST

Carrier Bag

Product code:
xxxxxxx

Price:
£0.30

Item to be left in trolley



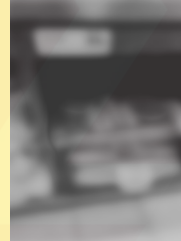
SECONDARY LIST

Heavy Duty Carrier Bag

Product code:
xxxxxxx

Price:
£0.65

Item to be left in trolley



TERTIARY LIST

N/A

LIST TWO (Bottle of Drink)

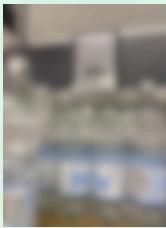
Please choose ONE of the below options:

Water

Product code:
xxxxx

Price:
£0.39

Item to be left in trolley

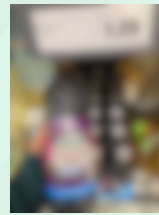


Squash No Added Sugar

Product code:
xxxxxxx

Price:
£1.29

Item to be left in trolley

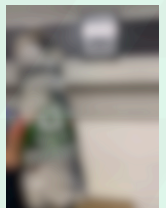


Sparkling Mineral Water

Product code:
xxxxx

Price:
£0.39

Item to be left in trolley

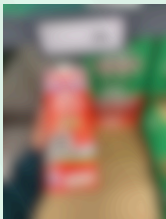


UHT Skimmed Milk 0.3%

Product code:
xxxxxxx

Price:
£0.89

Item to be left in trolley

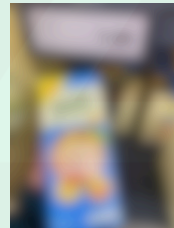


Orange Juice

Product code:
xxxxxxxxx

Price:
£1.59

Item to be left in trolley



Orangeade/Tropical Crush

Product code:
xxxxx

Price:
£0.65

Item to be left in trolley

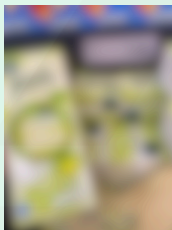


Apple Juice

Product code:
xxxxxx

Price:
£1.49

Item to be left in trolley

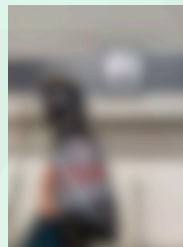


Cola

Product code:
xxxxxxx

Price:
£0.49

Item to be left in trolley

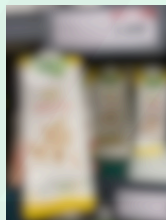


Oat Milk

Product code:
xxxxxxxxx

Price:
£1.09

Item to be left in trolley



Items continued on the next page...



Item List (page 2 of 5)

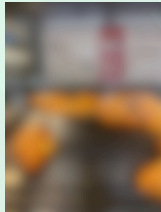
LIST THREE (Bakery Items)

PRIMARY LIST

Croissant

Product code:
xxxxxxx

Price:
£0.59

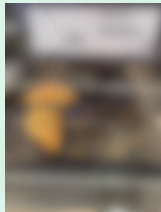


and

Hazelnut Croissant

Product code:
xxxxxxx

Price:
£0.69



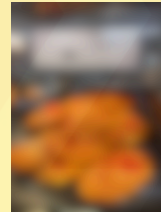
Items to be placed in the same bakery bag.

SECONDARY LIST

Margherita Slice

Product code:
xxxxxxxxx

Price:
£0.99

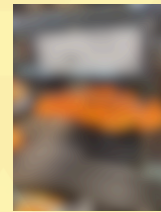


and

Vegetable Pizza Slice

Product code:
xxxxxxxxxxx

Price:
£0.99



Items to be placed in the same bakery bag.

TERTIARY LIST

Grain Roll

Product code:
xxxxxxxxx

Price:
£0.35

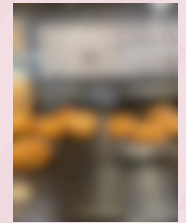


and

Roll

Product code:
xxxxxxx

Price:
£0.35



Items to be placed in the same bakery bag.

Items continued on the next page...



SELFIE
REQUIRED



NO ID



RECEIPT
REQUIRED



RESULT
LETTER
IF FAIL

Before arriving

Context: This audit is to check that staff members are asking for ID when you attempt to purchase energy drinks. As a No ID audit, it also checks to see if staff still allow the purchase to happen without ID being shown.

Shop opening times: You must check you audit this location whilst the store is open, using the store's shop locator. If the store is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Result letter: You must print the letter out in advance and take it with you to the audit, along with a pen. The link to this is in the audit details. If you do not have access to a printer, you can use a Post Office, or local library to print it out.

Audit process

- 1. Geo-tag your location.** You must do this when you arrive at each audit.
- Choose the energy drink you wish to purchase. You must purchase a **single can**, which must be a **Relentless, Monster, or Red Bull** branded product. You must also purchase a **low-cost item**. For example, a piece of fruit.
- Refer to the audit instructions in case you need to use a specific till. If nothing is specified, you can use any type of till.

If you are **asked for ID**, you must say 'I don't have any with me'. Note whether the server allows you to purchase the energy drink. If they do not, still purchase the low-cost item to get your receipt. If you are **not asked for ID**, purchase both items.
- You **must** ask for a receipt. If you are not offered one, you must ask a staff member to print one out for you **before** you walk away from the till.
- Look out for a **name badge**, and also get a **server description**.
- If you are not asked for ID**, you must fill in the **Result Letter**, making sure that you correctly fill out the relevant sections, and take a photo of this to upload to your report. You should then proceed to the Welcome Desk and **ask to speak to the Duty Manager**. When you speak to the Duty Manager, give them the result letter and say '**Hi, I am an auditor for Serve Legal and I have just carried out an energy drink test purchase, here are the results**'.

Do not show the letter to a staff member on your phone or email it to a staff member. **Do not** write your name on the letter. **Do not** enter into discussions about Serve Legal or the audit when handing it in.
- On the same day as you complete the audit, you must take a photo of yourself against a plain background. This needs to be time-stamped, which can be done with Timestampit (iOS) or Timestamp camera free (Android). This photo will only be shared with the client if there is a query.

Notes to take

- Staff make eye contact?
- Did staff ask your age?
- Did staff ask for ID?
- Supervisor called?
- Staff name + desc.
- No. of customers in queue
- Did you hand in result letter if the audit was a fail? Wait time.
- Security guard present in store?
- Anything to clarify

Expenses €

You may reclaim the following expenses at the end of the report:

- Up to £2 for the energy drink under 'ID purchase', if required.
- Up to 75p for the low-cost item under 'Low-cost item'.

Extra Info !

If staff have confirmed **energy drinks are not available**, purchase a **low-cost item** in order to get a receipt, and submit the audit as an abort. You may claim up to 75p for the low-cost item under '**low-cost item**'.

If you are **asked for ID after payment**, this is classed as a fail, the result letter must be handed in.

If it takes longer than 5 minutes for a Duty Manager to arrive, you must ask to speak to a **Duty Partner** instead, and hand the result letter to them.

If you are testing a forecourt/petrol station site, **do not** drive onto the site, as this will suggest to the staff that you are over 17. Instead, park out of sight so that they don't see you with your car.

Do not use a loyalty card.



Result letter

Ensure you take a photo of the completed results letter before handing it in, as this will be required for your report. You are required to fill in the following sections of the result letter before handing it into the Duty Manager:

Date: **DD/MM/YYYY**

Branch Manager
Waitrose & Partners

BRANCH NAME AND NUMBER

Dear Sir/Madam,

Internal Test Purchase

Today the branch has failed a Serve Legal test purchase as a mystery shopper was able to purchase:

- Alcohol
- Tobacco
- Knife
- Lottery
- E-Cigarettes
- High Caffeine Energy Drink
- Analgesics*

TICK THE RELEVANT PRODUCT

The mystery shopper was:

- Not asked for proof of age
- Asked for proof of age only after the product was retrieved from behind the tobacco kiosk door
- Asked for proof of age however the cashier still completed the transaction even when the correct ID was not supplied*

TICK THE RELEVANT OPTION

The details of the transaction are:

Time: **00:00 (24-HOUR FORMAT)**

Codes from Receipt: **XXX XXX XXXX XXXXXX**

Follow up action must be submitted via Serve Legal Fail Next Steps (Compliance Portal).

If you have any feedback or any queries regarding this visit, then please do not hesitate to contact me using the details below.

Yours Sincerely,

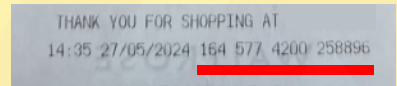
Extra Info !

Branch name and number:

You will find this information in the audit details.

Codes from the receipt:

You will find these codes at the bottom of your receipt.





Before arriving

Context: The audit is testing whether staff follow the stipulated allergen process according to the company's policy and training.

Shop opening times: Check the Audit Info to see whether you need to book in advance or conduct a walk-in audit, as well as any time restrictions on when you have to audit. You must check you audit this location whilst the store is open, using the store's shop locator. If the store is shut when you arrive, please inform your Area Manager. Providing you have gone during their opening hours, you may abort the audit.

Additional info: In this audit, you **must** state that you have an **allergy** and **not** an intolerance. For this audit, state that you have one of the following allergies: **Peanuts, Nuts, Dairy, Eggs, Gluten, Fish, or Sesame.**

Allergies, intolerances, and lifestyle choices are all very different; mistakes for individuals with severe allergies can be fatal.

Notes to take

- Name badge and description
- Posters and allergen statements
- Staff's understanding of allergens
- Anything to clarify

Expenses

Check with your Area Manager how much you are able to reclaim for this audit process. This amount can be claimed under **'Specific Purchase Requirement'** on your report.

Audit process

Booking Ahead:

2. Unless the Audit Info specifies to conduct a Walk-In audit, make a dining reservation for the relevant venue. This can be either done online or via a phone call. Record the date/time when you make the reservation, as this will be required for the report.

- a. If booking online, state your allergy in the 'Special Requests' box, and record the exact wording for the report.
- b. If booking over the phone, note if the staff member proactively asks about any allergy requirements. If they do, you should inform them of your allergy; if they do not, then inform them of your allergy at the end of the booking process.

At the venue:

2. Geo-tag your location. You must do this when you arrive at each audit. Note the time you enter.

3. Look out for a name badge, and also get a server description of the person who seated and greeted you.

4. Get a description of the area within the venue where you are seated.

5. Look around the venue for A4 'Food Allergies and Intolerance' posters, and note where they are visible. If they are not visible, you must state in the report exactly where you looked. It is very important that you look for these posters thoroughly. You must be 100% they are not visible before noting this on your report.

6. Look out for the following statements on your menu:

"Some of our food and drinks may contain nuts and other allergens. If you have any special dietary requirements, please speak to a member of our team before placing an order so that we can advise you on your choice. As we handle all allergens in our kitchens, we unfortunately cannot guarantee to be trace free."

Extra Info

You may conduct this audit with another person, who does not need to pretend they have an allergy.

You may choose any one of the allergies stated at the top of the brief.

Ensure that you **dress appropriately** for a bar visit, or you may be denied entry to the venue – no trainers, hooded tops, or sportswear.

Please continue onto page 2...



Audit process cont...

OR

“Some of our food and drinks may contain nuts and other allergens. If you have any special dietary requirements, please speak to a member of our team before placing an order so that we can advise you on your choice.”

Take a photo of whichever statement is on your menu.

7. When placing your order, you must order either a starter and a main course or a main course and a desert. You must also order a drink.

8. Get a server description, if served by a different member of staff to the one who seated you.

9. Note if the server mentions anything about the allergy you stated during the booking process, or proactively asks you about any allergy requirements. Do not volunteer any information about your allergy at this stage unless asked by the staff member.

10. If it is clear that no reference to allergies has been made by the staff member when taking your order, state your chosen allergy at the end of the ordering process, and provide a brief account of the interaction.

11. Note if the staff member says something similar to the following:

12. “We will take all reasonable precautions and ensure that allergen-free ingredients are used to prepare your food and drinks, but our kitchens do handle all manner of allergens and therefore we cannot guarantee that meals prepared in our kitchens are completely trace - free of any given allergen.”

13. Note if the staff member checks with the kitchen that your chosen meal is safe to consume, and provide an explanation of what happened.

14. When your food arrives, note if you were given the correct meal. You must take a photo of the food to upload to your report.

15. Taking into account all aspects of your experience, report how confident you feel in the allergen safety of the food and the knowledge/understanding of the staff member. Note if the staff member made you feel like a hinderance to the venue due to your allergy.

16. When you have completed the audit process, you may leave the venue.

Submitting the report:

Both an **itemised till receipt and a VAT receipt** are required to upload to your report, showing the transaction codes. A card receipt will not show the correct details and will not be accepted. If the staff member does not provide a VAT receipt for you, you must ask for one.