



Premier provider of programs in
Mystery Shopping, Customer Satisfaction, Employee Satisfaction

FACT SHEET

StartRightSM

Client Transition Process

DiMetric[®]

Dual Scoring Methodology

NetReports[®]

Custom On-Line Reporting

5-Step-QCSM

Meticulous Quality Control

100% Service Guarantee

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Headquarters:

900 Isom Road, Suite 110, San Antonio, TX 78216

Hours of Operation:

Monday - Friday 8:00AM - 7:00PM
Saturday 1:30PM - 7:00PM
Sunday Closed

Year Company Founded: 1987

Company Type: Private

D-U-N-S Number: 808317838

Key People:

President - Robert Sinclair Jr.
Vice President - Sean Barna
Controller - Kim Murphy
Director Information Systems - Matt Sinclair

Services Offered:

Mystery Shopping

On-Site Mystery Shopping, Competitor Mystery Shopping
Telephone Mystery Shopping, Web Site Mystery Shopping

Customer Satisfaction Surveys - IVR and Web-Based

Customer Feedback Telephone Interviews

Employee Surveys

On-Site Audits

Ad Hoc Programs and Reporting

Geographic Coverage:

US, Guam, Puerto Rico, Canada

Reporting:

NetReports on-line reporting, updated in real-time, available 24/7

Industries Served:

Automotive

Manufacturers, Service Centers, Dealers

Banks, Credit Unions

Consumer Products

Convenience Stores and Petroleum

Federal and Local Government

Restaurants

Casual Dining, Quick Serve

Retail

Building Supply, Clothing, Consumer Electronics, Department Stores, Drug, Electronics, Grocery Retail, Home Furnishings, Jewelry, Marine Supply, Mini-storage, Natural & Organic Food Retailers, Telephone Stores, Rental Centers, Specialty Food Retailers, Specialty Retail, Sporting Goods, Wireless Phone Service, Video and Game Rental

Sports / Recreation / Amusement

Amusement Parks, Movie Theaters, Sports Arenas

Mailing Address:

900 Isom Road, Ste 110
San Antonio, TX 78216

Administration:

(800) 600-3871
(210) 979-6000
Fax (800) 600-3851

Measurement Consultants:

Jane Rupp

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Frank Bernacet

(800) 600-3871 ext. 332
Local: (210) 979-9197
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