



“Mystery Shop” by NPTI Florida

Get Shopped Now!

NPTI Florida will perform a combination of three mystery shops to test your Staff and quality and product knowledge of Personal Training sales staff. This will include attitude, professionalism of your brand and staff. We will also look at the website functionality features.

Most of all client customer interactions take place initially on the phone and over 85% of customers report being dissatisfied. First step to success is to take a close look at your front line. Every business needs a check up from the neck up annually.

NPTI Florida’s owner Patrick Sherman has over 25 years in the sales and marketing arena. He specializes in real estate lease negotiations, sales training and customer service. If you’re a new Fitness business or a seasoned facility he can help fine tune your profit margins.

Your professional mystery shop package includes:

- Review of point of sale call. Initial contact experience.
- Review of product knowledge and professionalism.
- Website functionality and flow.
- Response of staff and urgency created.
- Full evaluation of the results along with a corrective action plan.
- A live coaching call to discuss findings.

Evaluations start at \$199.00

I look forward to working with your team.

Patrick Sherman

Owner/Fitness consultant