



# Mystery Shopper Report

Circa 1894 Bed & Breakfast & Day Spa

## 1. GENERAL INFORMATION

**Client:** Ontario Highlands Tourism Organization  
**Location:** Circa 1894 Bed &  
**Address:** 1131 3rd Concession Dalhousie  
Lanark, ON Canada  
K0G 1K0

**Date:** Sunday, August 05, 2018  
**Arrive Time:** 3:00 PM **Depart Time:** 9:00 AM

## 2. PERFORMANCE

Segment	Points Awarded	Maximum Points	Percentage
3. Environment (Interior, Exterior & Digital)	55	59	93 %
4. Service Delivery Process	40	43	93 %
5. Regional Tourism Product/Service Knowledge	36	46	78 %
6. Employee Attitudes and Presentation	36	36	100 %
7. Summary	26	30	87 %
<b>Total Rating</b>	<b>193</b>	<b>214</b>	<b>90 %</b>