

Multifamily Mystery Shopping Programs

Unbiased performance assessments that drive results.

See your property and team through the eyes of your prospects and residents with Grace Hill's Mystery Shopping programs. Choose one of our easy-to-administer mystery shopping programs designed specifically for multifamily property managers like you! Select from several shop types to evaluate all communication channels, including:



Phone



Online



Onsite



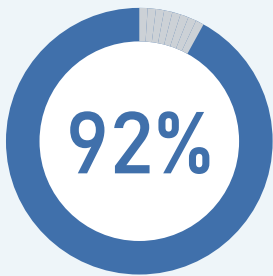
Combined



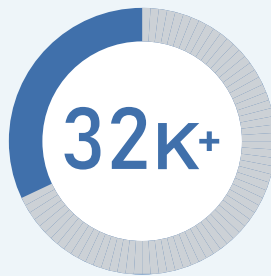


Designed to Deliver Reliable Results

Backed by over 35 years of multifamily industry expertise, Grace Hill's Mystery Shopping solutions identify your best opportunities to improve performance. Our robust mystery shop programs blend technology with assessment best practices to drive positive experiences in your communities.



On-Time
Completion Rate



Shops
Completed Quarterly



Upskill
Courses Included



“Mystery Shopping is a wonderful tool that has helped as I develop and implement our leasing school. I am able to recognize employee strengths while also identifying opportunities for growth. As a result, I have used this knowledge to gear my training towards their needs rather than wasting time on skills that have already been mastered.”

Amy Fernandez, Training & Development Manager, Philips Management Group

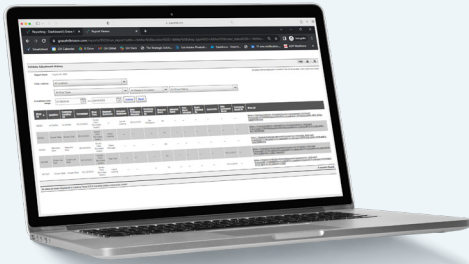


Mystery Shopping Programs

Improve performance with a mystery shopping package from Grace Hill! Whether you want the convenience of our Quarterly Program or the flexibility of the Annual Package, you are sure to find the solution that works best for your business.

Quarterly Program

Automatically order shops every 90 days; no forms needed. Streamlined process offers consistency for your operation and budget. Plus, recommend training based on skill gaps identified in the shop.



- Automated location-based shops.
- Full library of upskill training courses.
- Recommended upskill training with action plans.
- Internal shop review workflows.
- Shop results shown in Vision LMS portal.

*Annual commitment

Annual & Save Program

Order mystery shops as needed throughout the year at discounted rates. Shop specific people in your organization or shop your competitor to understand how you stack up.

- Auto-assigned performance-based training to a limited course library.
- Includes quarterly benchmark reports and graphical KPIs.
- Determine shopper demographics for age, student status, etc.
- Shop results shown in results portal.

*Annual commitment





Everything You Need To Improve Performance

Upskill Courses

Access up to 30+ short training courses designed to address specific skill gaps identified during the shop, helping to cultivate a well-versed, proficient team!

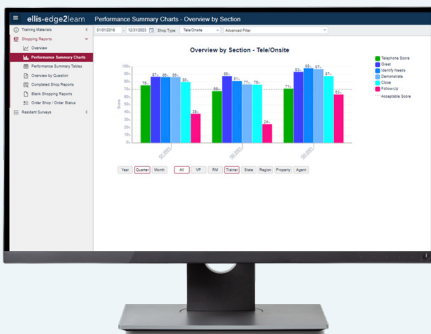
Plus, create performance action plans to help increase engagement and document coaching.



Powerful Reporting

Empower your team with valuable insights that improve performance and leasing conversions! Grace Hill includes powerful reporting tools with our mystery shopping programs, making it easy to manage shops and assign upskill training for your team.

- Detailed reports offer shop results, score rankings, and more.
- Opportunity to review and highlight areas for improvement.
- Automatically distribute reports on a daily, weekly, or monthly basis.



“I use Grace Hill’s shop template in my in-person training. It’s not necessarily about getting 100% on your shop. But it’s proven that if you hit all these marks, you’re more likely to get that telephone arrival; you’re more likely to get that application.”

Elaine Kozloski, Director of Training, Westminster Managementw

Learn how Grace Hill’s Mystery Shopping programs can improve your property performance! Contact our experts today for a free consultation.