



Mystery Shopping in PerformanceHQ

Reporting Guide

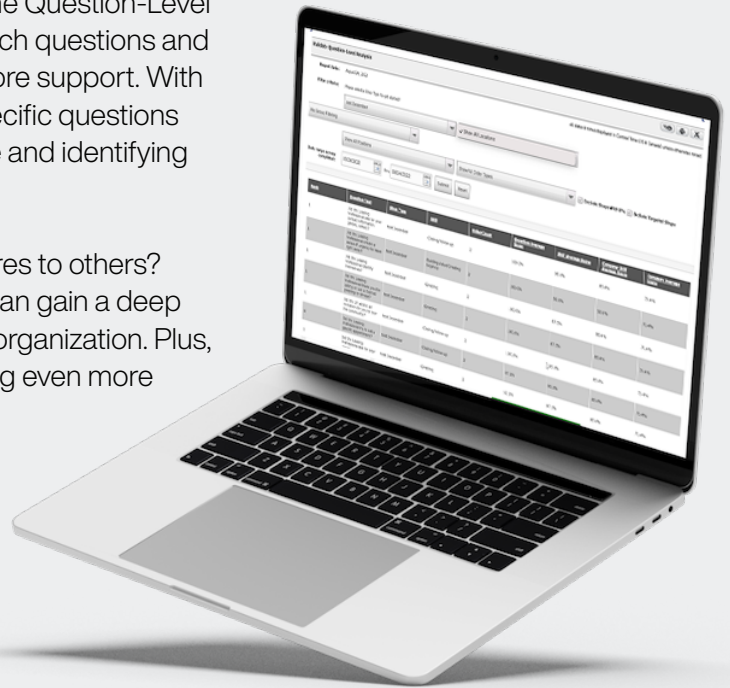
Grace Hill's Mystery Shopping programs, now in PerformanceHQ, include powerful reporting tools that improve performance and leasing conversions! We make it easy to manage shops and assign upskill training for your team. This guide outlines a few of our most popular administrative reports and when to use them.

Question-Level Analysis Report

Unlock valuable insights and improve performance with the Question-Level Analysis report! This powerful tool lets you quickly see which questions and skill sets your employees excel in and where they need more support. With its user-friendly interface, you can easily drill down into specific questions and skill levels, comparing results to the company average and identifying critical training opportunities.

Want to know how your shop, position, or location compares to others? With the ability to filter results by custom date range, you can gain a deep understanding of performance across all aspects of your organization. Plus, this report also ranks questions by average score, providing even more clarity on where improvement is needed.

Intended For: Administrators and Managers

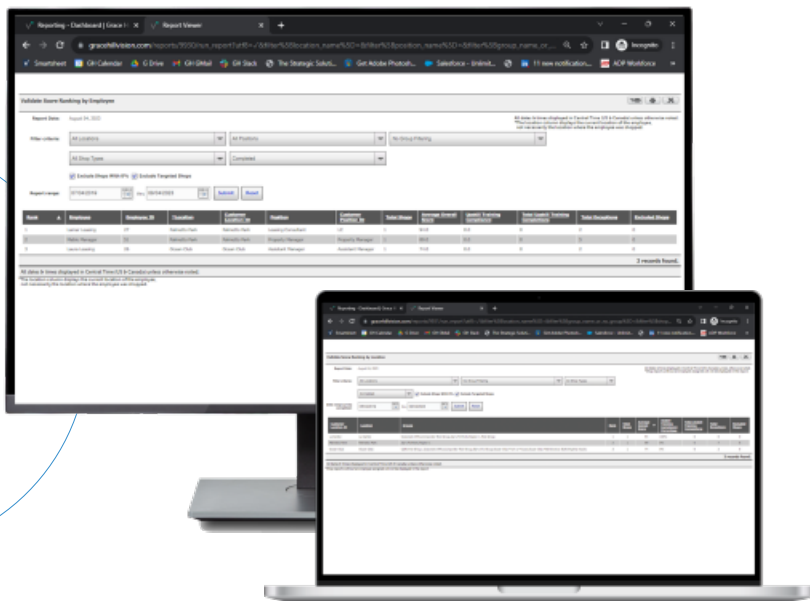


Score Ranking Reports

Our Score Ranking reports provide in-depth insights into your company's performance by presenting internal benchmarks for each employee and location. Available in two versions — Score Ranking by Employee and Score Ranking by Location — it's easy to access and interpret the data you need at your convenience.

The Score Ranking reports help to show a correlation between upskill training and average shop scores. With these valuable insights, you can implement targeted training and development programs to improve your team's performance, boost productivity, and increase resident satisfaction.

Intended For: Administrators

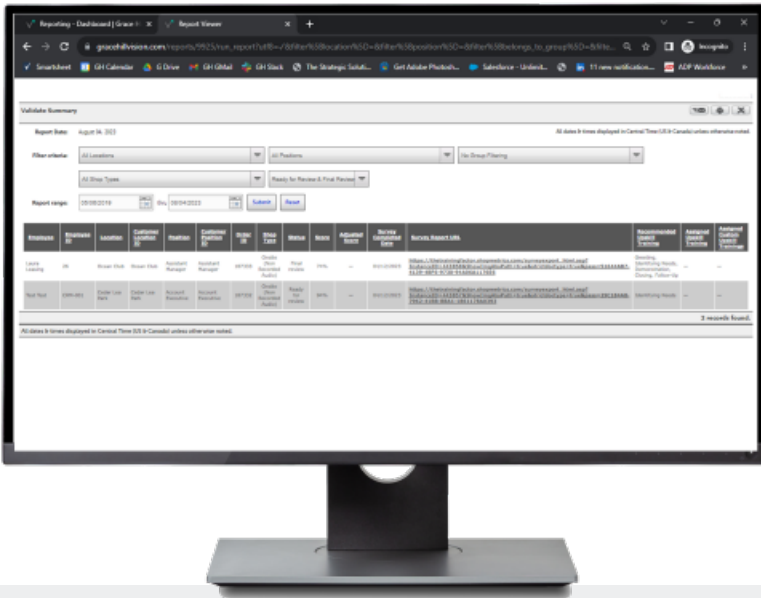


Shop Summary Report

The Shop Summary report is designed with you in mind, providing a quick and easy way to manage your shop reviews. Get all the valuable information you need to effectively manage your shops with daily, weekly, or monthly emails that include links to the shop survey when a new shop is “Ready for Review.”

What’s more, you can view shops and recommended training categories without even logging into the system! We make it easy to share with group leaders so managers can review shops with their employees in a timely manner. And with the ability to notify the admin which remediation training to assign, you can easily prioritize the needs of your team and take action!

Intended For: Administrators and Managers



Adjustment History Report

The Adjustment History report is a powerful tool that enables you to uncover trends and patterns behind employee and shop score adjustments. By tracking these changes over time, you will gain valuable insights into the factors influencing scores.

With the ability to record any adjustments made to employees or scores on shop surveys, the Adjustment History report provides an accurate picture of the factors driving score adjustments across your organization. By identifying the locations and types of shops where adjustments are most commonly made, you can evaluate potential survey modifications that help reduce the need for adjustments in the first place. This can result in fewer disputes, making it easier for you to focus on driving success and achieving your goals.

Intended For: Administrators

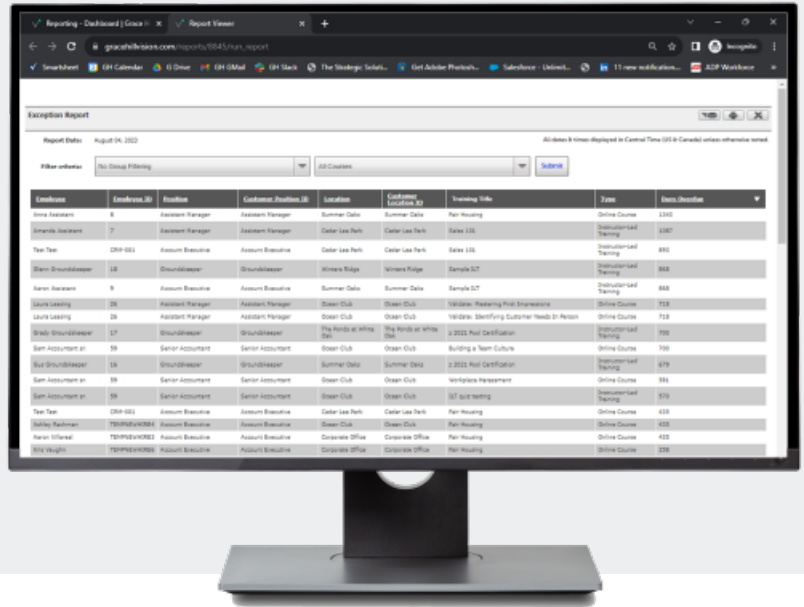


Exception Report

The Exception Report empowers employers to ensure employees are on track with their coursework and upskill training. This report makes it easy for you to stay on top of things with daily, weekly, or monthly distribution. It delivers a clear and concise overview of who is behind on assignments and upskill training, allowing you to intervene promptly and ensure employees take advantage of every learning opportunity.

With the Exception Report, you can rest easy knowing your team is equipped with the skills and knowledge they need to thrive in their roles, making your business stronger and more competitive.

Intended For: Administrators and Managers



Want to take your team to the next level and increase performance?

Get the insights and recommendations you need with our customizable Mystery Shop Reports!

