



Quarterly Mystery Shop Program

Timely, unbiased performance assessments.

See your property and team through the eyes of your prospects and residents with Validate from Grace Hill, an easy-to-administer, discrete mystery shopping program designed specifically for multifamily property managers like you! Choose from 12 different shop types, including:



Phone



Online



Onsite

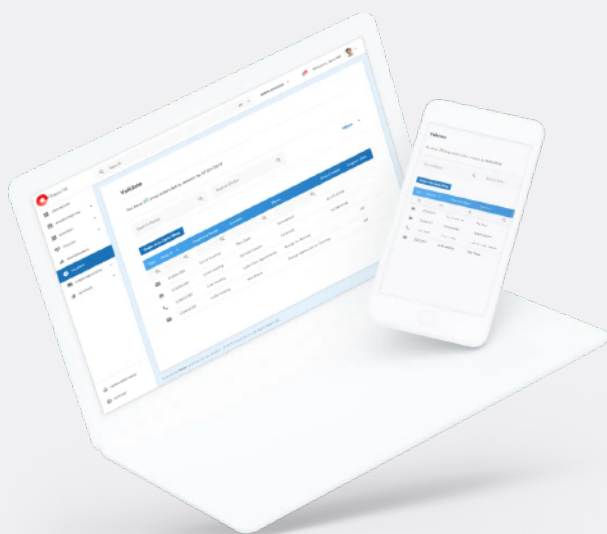


Combined



Designed to Deliver Reliable Results

Backed by 25 years of multifamily industry expertise, Validate blends technology with assessment best practices to drive positive experiences in your communities.



Validate delivers consistency with more than 8,000 shops completed quarterly and a 99% on-time completion rate.

Our Mystery Shop Programs Feature:

- Highly trained mystery shoppers
- Recorded audio and video shops
- Over 30 booster courses
- Robust, comprehensive reporting



Validate 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, Phillips Management Group

Contact us today for a **free consultation with our experts** to learn how Validate can improve your property performance!