



### Tool 3.17: Sample Template for Mystery Shopping Form – Employment Agencies

#### EMPLOYMENT AGENCY SERVICES

**INSTRUCTIONS:** Fill out this form immediately after you have finished your mystery shopping visit. When filling out this form, please write clearly and provide as much detail as possible. If checkboxes are provided please clearly mark the boxes. Please remember to get business cards and brochures from each of the businesses when possible.

Name of Mystery Shopper: \_\_\_\_\_

Primary Language: \_\_\_\_\_

Country of Origin: \_\_\_\_\_

Name of the Observer: \_\_\_\_\_

Primary Language: \_\_\_\_\_

Country of Origin: \_\_\_\_\_

Scenario Used (circle one): A      B      C

Date: \_\_\_\_\_

**INSTRUCTIONS:** For questions 1 to 6 please look inside and outside of the agency and record your observations. (observer: fill out these questions)

1. Name of Agency \_\_\_\_\_

2. Address of Agency \_\_\_\_\_ Zip \_\_\_\_\_

3. Was there a sign posted outside stating that the business is an employment agency?  
Yes                      No

4. Does the agency have the New York City's Employment Agency Laws posted visibly?  
Yes                      No

5. Does the agency have a License number posted on the wall?  
Yes (license number?) \_\_\_\_\_

No

Is the owner's name on it?

Yes (license name?) \_\_\_\_\_

No



6. Is the license issued by Department of Consumer Affairs? Does it have this logo on it? (attach it to the back)
- Yes No

**INSTRUCTIONS: Questions 7 to 17 will ask about the person that you spoke with at the agency, the services, payment options and agreements you were offered. If you spoke with more than one person, please answer all the questions for the person you spent the most time speaking with.**

7. Name and Job Title of person (s) with whom you spoke at the Agency:

Name \_\_\_\_\_ Title \_\_\_\_\_  
Name \_\_\_\_\_ Title \_\_\_\_\_

8. Did this person guarantee that they would find you a job?

Yes No  I don't remember

9. Did the agency require a deposit or charge you a fee before finding you a job?

Yes (how much?)\$ \_\_\_\_\_

No

I don't remember

10. What kind of job did they say they could find you and how much did they say it would pay? (check all that apply)

Cleaning/Domestic Work \$ \_\_\_\_\_ hour/day/week/month

Child Care/Elderly Care \$ \_\_\_\_\_ hour/day/week/month

Busboy/Washing Dishes/Restaurant \$ \_\_\_\_\_ hour/day/week/month

Construction \$ \_\_\_\_\_ hour/day/week/month

Other: \_\_\_\_\_ \$ \_\_\_\_\_ hour/day/week/month

11. If they get you a job, will they charge you an additional fee (called a placement charge)?

Yes (how much?)\$ \_\_\_\_\_

No

They didn't tell me

12. Will they deduct your initial fee from the placement charge?

Yes No  They didn't tell me

13. Did they say that you pay the placement charge in installments?

Yes (number of installments?) \_\_\_\_\_



No

They didn't tell me

**14. Will the agency provide a refund if they are unable to find you a job?**

Yes (In how long?) \_\_\_\_\_ days \_\_\_\_\_ months \_\_\_\_\_ years

No

They didn't tell me

**15. Will the agency provide a refund if the worker doesn't like the job?**

Yes (In how long?) \_\_\_\_\_ days \_\_\_\_\_ months \_\_\_\_\_ years

No

They didn't tell me

**16. Did the agency offer you a written contract?**

Yes

No

Additional Comments:

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**[For office use only:]**

Is the pay they are offering just and legal under New York State Law?

Yes

No

Is the placement fee just and legal under New York State Law?

Yes

No

Does the agency have a valid license?

Yes

No

License number: \_\_\_\_\_

Name on license: \_\_\_\_\_

Date license was issued: \_\_\_\_\_ day \_\_\_\_\_ month \_\_\_\_\_ year