

## ***25 Essential Skills for Mystery Shopping***

1. *Organisation*
2. *Good communication*
3. *Ability to ask questions*
4. *Confidence*
5. *Good writing skills*
6. *Discipline*
7. *Observation*
8. *Perception*
9. *Patience*
10. *Honesty*
11. *A good memory*
12. *Objectiveness*
13. *Experience*
14. *Sense of Humour*
15. *Astuteness*
16. *Intelligence*
17. *Friendliness*
18. *Meticulousness*
19. *Inconspicuousness*
20. *Ability to listen*
21. *Flexibility*
22. *Professionalism*
23. *Ability to think on your feet*
24. *Knowledge*
25. *Good Time Management*