1. What is a One-Stop?

A One-Stop Career Center helps people find jobs. Here’s what they do:

- find out what job you want
- let you know about employers that have jobs like you want
- give you training
- help you write resumes
- let you use their phones, faxes, TDY
- supposed to meet your needs

2. What is a Mystery Shopper?

- A Mystery Shopper is a person with disabilities over the age of 18 who needs a job.
- A Mystery Shopper goes to a One-Stop to get their help to get a job.
- A Mystery Shopper thinks about the quality of the service a One-Stop offers.
- A Mystery Shopper reports back to us about the One-Stop service he/she received. (Quality Assurance process)

3. What will you do?

- Get familiar with the Mystery Shopper Checklist with the Photo Tour and Self-Study Training
- Go to the One-Stop Career Center and use their services
- Take notes about what happened (Mystery Shopper checklist)
- Report what happened (2 ways to report: either online or paper)
- Once we receive your report, we will process your $45 stipend for payment.

Thank you for being a Mystery Shopper!

Supporting Diverse Customers to Employment Success Project
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