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Mystery Shoppers

successfully sək'sɛsf(ə)li

satisfactory satɪs'fakt(ə)ri

surveys sə'veɪz

questionnaires ˌkwɛstʃə'neɪz

enthusiastic ɛn'θju:zɪ'astɪk

answer 'ɑ:nʒə

consultants kən'sʌlt(ə)nts

accordingly ə'kɔ:dɪŋli

all walks of life ɔ:l wɔ:ks (ə)v laɪf

systematic sɪstə'matɪk

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efficiency ɪ'fɪʃ(ə)nsi

courtesy 'kə:tɪsi

deficiencies dɪ'fɪʃ(ə)nsɪz

staff stɑ:f

suggestions sə'dʒɛstʃ(ə)nz

improvement ɪm'pru:v(ə)nt

programs 'prəʊgramz

promotions prə'məʊʃnz

investigate ɪn'vestɪgeɪt

competitors kəm'petɪtəz