



Responsible Sales or Tobacco Compliance Mystery Shopper Questionnaire

If you're interested in creating a mystery shopping program for your locations, talk to one of our experts about IntouchShop: <https://www.intouchinsight.com/shop-inquiry>.

Scenario 1: Shopper does not produce a photo ID

1. Did the cashier ask you for a photo identification (ID)?
 - a. Yes
 - i. At what point in the transaction were you asked for ID?
 1. When I first arrived at the cash counter
 2. After my items were rung in, but prior to payment
 3. Other (please explain)
 - b. No
2. When you failed to provide ID, did the sale proceed?
 - a. Yes
 - b. No
3. If the sale proceeded, please enter the transaction number that appears on your receipt.
4. Please enter the name of the cashier that served you.

Scenario 2: Shopper produces a photo ID

1. Did the cashier ask you for a photo identification (ID)?
 - a. Yes
 - i. At what point in the transaction were you asked for ID?
 1. When I first arrived at the cash counter
 2. After my items were rung in, but prior to payment
 3. Other (please explain)
 - b. No



2. If yes, how did the cashier validate your identification?
 - a. Visual check only
 - b. Swiped card
 - c. Typed information into computer
 - d. Other
3. Please enter the transaction number that appears on your receipt.
4. Please enter the name of the cashier that served you.

Learn more by getting [in touch](#) with one of our mystery shopping experts.