

SPECIFICATIONS OF SHOPPING SERVICE FOR 2022/2023

SCOPE OF SERVICE

To measure the level of employee proficiency and satisfaction and adherence to County policy at specific facilities by monitoring the following:

- perception of the facilities, grounds and concessions of the six golf courses, various parks, pools, beaches, County Center parking lots and, on an as needed basis, other Parks Department locations.
- evaluate employees integrity, job knowledge, customer courtesy, sales abilities and conforming to County rules and regulations.

To identify controls and techniques that may be used to detect procedural deficiencies.

SHOPPING SCENARIOS

- field representatives to become a customer of client to begin evaluations;
- shoppers will visit six county golf courses; parks, pools, beaches, County Center parking lots and, on an as needed basis, other Parks Department locations;
- shoppers will pay appropriate fees and evaluate products, services and operation policies.

GOLF COURSES (up to 25 visits)

- evaluation will be comprised of three hours for any designated shopping day;
- costs incurred by field representative for greens fees, food purchases; golf carts, etc. will be reimbursed with appropriate receipts;
- prompt and accurate written reports will be required within one week of evaluation;
- verbal reports required immediately if serious situation is detected.

SPECIFIC PARKS (up to 25 visits)

- evaluation will be comprised of three hours for any designated shopping day;
- cost incurred by field representatives for parking, pool/beach admission, food purchases, etc. will be reimbursed with appropriate receipts;
- prompt and accurate written reports will be required within one week of evaluation;
- verbal reports required immediately if serious situation is detected.

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PARKING LOTS (up to 15 visits)

- evaluation will be comprised of three hours for any designated shopping day covering two or three parking lots;
- observe and monitor the integrity of parking ticket takers and the counting of vehicles utilizing the facility;
- cost incurred by field representative for monthly, daily parking will be reimbursed with appropriate receipts;
- verbal reports required immediately if serious situation is detected;
- prompt and accurate written reports will be required within one week of evaluation.

Please note that the number of visits is estimated and may vary depending on a need be basis. If there are any questions, please call Heidi Schwalbach at (914) 231-4518.

Please submit written proposals by email to hqss@westchestergov.com no later than May 20, 2022

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