# Greyhound Secret Shopper Report

1. First Name:
2. Last Name:
3. Email address:
4. Telephone number from which you placed the call:
5. Date call was made:
6. Time call was made, with time zone:
7. Duration of call in minutes:
8. List the name of each operator with whom you spoke.
9. Did you inform the operator that you are blind and experienced difficulty booking travel on Greyhound’s website or mobile app?
   1. Yes
   2. No
10. Did the operator charge or attempt to charge you a convenience fee or other charge for booking travel through the call center?
    1. Yes, the operator charged me a fee for booking travel through the call center.
    2. Yes, the operator attempted to charge me a fee for booking travel through the call center, but I did not complete the purchase.
    3. Yes, the operator attempted to charge me a fee for booking travel through the call center, but when I explained that I am blind, the operator removed the charge.
    4. No, the operator did not charge or attempt to charge me a convenience fee or other charge for booking travel through the call center.
11. I consent to having had my call to the call center be recorded and such recording being used for the purposes set forth in the National Federation of the Blind-Greyhound Agreement.
    1. Yes
    2. No
12. Provide a summary of your conversation with the operator.
13. Other comments.