Customer Survey

Feedback is always welcome. We would appreciate your time to complete the following survey, so that we can enhance your experience of shopping in our stores. Thank you for your help!
Please tick the appropriate box.

1. Was this your first visit to the stores? ○ YES ○ NO

2. How long was your journey to the stores? ○ 0-10 mins ○ 11-30 mins ○ 35 mins +

3. If you are a regular customer, how often do you use the stores?

Every day ○
More than 3 times a week ○
2-3 times per week ○
Once a week ○
Once a fortnight ○
Less than once a fortnight ○

And would you say over a week, for example, you spend more or less than a year ago?

○ MORE ○ LESS

4. How would you rate the following, from 1-5 (1 = poor, 5 = excellent)

Range of products & services offered .....
Freshness of the merchandise .....
Cleanliness of the premises .....
Friendliness of the manager and volunteers .....
How well the committee manage the shop .....
Communication with customers .....
Your overall satisfaction level .....

We are always looking to improve our products and services. In your view, is there anything we could do to improve our current offering?

.....

.....

.....