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Report details for the Event - Ian _ 29/01/2024

Ian _ 29/01/2024 - Admin Template

29/01/2024

Customer Experience Questions

Question	Answer
<i>How often do you visit this shop floor?</i>	Weekly
<i>How would you rate the customer service experience?</i>	Exceptional
<i>Does the shop floor meet your expectations?</i>	Yes
<i>How satisfied are you with the overall environment and ambience?</i>	Very satisfied
<i>Did you find the shop floor staff helpful?</i>	Yes
<i>How likely are you to recommend this shop floor to others?</i>	Very likely
<i>Was the shop floor well-stocked?</i>	About right
<i>How satisfied are you with the overall quality of the products?</i>	Very satisfied


Question	Answer
<i>Was the range of products and services sufficient?</i>	Yes
<i>How satisfied are you with the prices of the products?</i>	Good Value
<i>Are the products clearly labelled and easy to understand?</i>	No opinion
<i>Are the products displayed in an attractive way?</i>	Yes
<i>Which products or services are missing from the shop floor?</i>	Various household items, but in general always well stocked

Customer exit questions

Question	Answer
<i>Were the aisles well organised?</i>	Yes
<i>Was there any aspect of the service you found disappointing?</i>	Cleanliness of public toilets, The airport type music
<i>Other, please explain?</i>	Customer is always happy to visit the store.
<i>Positive aspects while you were shopping here</i>	Pricing, Staff friendliness, Department signage, Checkout speed, Car parking, Goods return/exchange, Organisation of aisles, Other
<i>Other - explain</i>	I can always find the products I'm after. My to-do list/checklist is nearly always filled.

Question	Answer
<i>Customer comments, use audio if long winded complaint</i>	Love this place and staff are kind and very helpful

Staff details

Question	Answer
<i>First name</i>	Ian
<i>Last name</i>	Smythe
<i>Staff number</i>	5678
<i>Signature</i>	
<i>Date & Time</i>	29/01/2024