

# Customer Satisfaction

Thank you for your patronage. Please take this survey to help us improve.

## **Q1** Did you shop online or in our retail store? \*

|  |
| --- |
| ○ Online |
| ○ Retail Store |

Choose one.

## **Q2** Please enter the date that you visited our website: \*

 / /

## **Q3** Please indicate how much you agree with the following statements about our website: \*

### A rating of 5 is Strongly Agree; a rating of 1 is Strongly Disagree.

|  | 1 | 2 | 3 | 4 | 5 |
| --- | --- | --- | --- | --- | --- |
| It was easy to find the product I was looking for. | ○ | ○ | ○ | ○ | ○ |
| The website is easy to navigate. | ○ | ○ | ○ | ○ | ○ |
| The information on the website is easy to understand. | ○ | ○ | ○ | ○ | ○ |
| The website is aesthetically pleasing. | ○ | ○ | ○ | ○ | ○ |
| The website help section is useful. | ○ | ○ | ○ | ○ | ○ |
| The website prices are reasonable.  | ○ | ○ | ○ | ○ | ○ |
| The checkout process is trustworthy. | ○ | ○ | ○ | ○ | ○ |
| The checkout process is easy to understand. | ○ | ○ | ○ | ○ | ○ |
| It was easy to download files. | ○ | ○ | ○ | ○ | ○ |

## **Q4** How did you find out about our website? \*

|  |
| --- |
| ○ Friend/Co-worker |
| ○ Search Engine |
| ○ Advertisement |

○ Other

Choose one.

## **Q5** How user-friendly did you find our website? \*

|  |
| --- |
| ○ Extremely user-friendly |
| ○ Very user-friendly |
| ○ Somewhat user-friendly |
| ○ Not very user-friendly |
| ○ Not at all user-friendly |

Choose one.

## **Q6** Did you enjoy visiting our website? \*

|  |
| --- |
| ○ Yes |
| ○ No |
| ○ Undecided |

Choose one.

## **Q7** Is the information on our website current? \*

|  |
| --- |
| ○ Yes |
| ○ No |

Choose one.

## **Q8** Do you plan to visit our website again? \*

|  |
| --- |
| ○ Yes |
| ○ No |
| ○ Undecided |

Choose one.

## **Q9** Would you recommend our website to a friend or co-worker? \*

|  |
| --- |
| ○ Yes |
| ○ No |
| ○ Undecided |

Choose one.

## **Q10** Do you use or shop at any of our competitors&#39; websites? \*

|  |
| --- |
| ○ Yes |
| ○ No |
| ○ Unsure |

○ If yes, enter other websites here:

Choose one.

## **Q11** Was there any particular reason that you chose to shop at our website? \*

## **Q12** Is there anything else you&#39;d like to share about your recent visit to our website?

## **Q13** Please enter the date that you visited our store: \*

 / /

## **Q14** How satisfied are you with your recent visit to our store? \*

|  |
| --- |
| ○ Extremely Satisfied |
| ○ Satisfied |
| ○ Somewhat Satisfied |
| ○ Not Satisfied |

Choose one.

## **Q15** Was there any particular reason that you chose to shop at our store? \*

## **Q16** Please indicate how much you agree with the following statements about your experience with us: \*

### A rating of 5 is Strongly Agree; a rating of 1 is Strongly Disagree.

|  | 1 | 2 | 3 | 4 | 5 |
| --- | --- | --- | --- | --- | --- |
| There is ample parking at this store. | ○ | ○ | ○ | ○ | ○ |
| This store stocks the products that I am looking for. | ○ | ○ | ○ | ○ | ○ |
| I am able to find what I am looking for quickly. | ○ | ○ | ○ | ○ | ○ |
| The employees at this store are friendly. | ○ | ○ | ○ | ○ | ○ |
| The employees at this store are competent. | ○ | ○ | ○ | ○ | ○ |
| This store’s employees treat me with respect. | ○ | ○ | ○ | ○ | ○ |
| My questions or concerns are resolved quickly at this store.  | ○ | ○ | ○ | ○ | ○ |
| This store is well-organized. | ○ | ○ | ○ | ○ | ○ |
| This store is clean. | ○ | ○ | ○ | ○ | ○ |
| This store’s restrooms are hygienic. | ○ | ○ | ○ | ○ | ○ |
| Making a purchase at this store is simple. | ○ | ○ | ○ | ○ | ○ |
| Making a purchase at this store is quick. | ○ | ○ | ○ | ○ | ○ |
| This store’s return policy is reasonable.  | ○ | ○ | ○ | ○ | ○ |
| I enjoy shopping at this store. | ○ | ○ | ○ | ○ | ○ |
| I would shop at this store again. | ○ | ○ | ○ | ○ | ○ |
| I would recommend this store to friends or co-workers. | ○ | ○ | ○ | ○ | ○ |

## **Q17** Are there any items that you would like for our store to stock?

Item One:

Item Two:

Item Three:

## **Q18** Do you shop at any of our other locations? \*

|  |
| --- |
| □ Yes |
| □ No |
| □ Unsure |

□ If yes, please enter other locations here:

Choose all that apply.

## **Q19** Do you shop at any of our competitors&#39; locations? \*

|  |
| --- |
| ○ Yes |
| ○ No |
| ○ Unsure |

○ If yes, enter our competitors' locations here:

Choose one.

## **Q20** Is there anything else you&#39;d like to share about your recent visit to our store?



Thank you for your feedback.