

CUSTOMER SURVEY

TELL US WHAT YOU THINK.

WE VALUE YOUR OPINION!

Please help us serve you better by answering the following questions about your shopping experience at our store.

	<u>Excellent</u>	<u>Very Good</u>	<u>Fair</u>	<u>Poor</u>
How would you rate your overall shopping experience?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate our staff's appearance?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate our staff's attitude?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate our staff's knowledge, expertise and professionalism?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate the quality of help you received?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How would you rate our shop's appearance/cleanliness?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	<u>Yes</u>	<u>No</u>
Was our staff helpful?	<input type="checkbox"/>	<input type="checkbox"/>
Were you treated with respect?	<input type="checkbox"/>	<input type="checkbox"/>
Did our employees have a patient attitude?	<input type="checkbox"/>	<input type="checkbox"/>
Did they appear to be indifferent to your needs?	<input type="checkbox"/>	<input type="checkbox"/>
Did our shop appear to be well organized?	<input type="checkbox"/>	<input type="checkbox"/>
Did you feel comfortable asking questions?	<input type="checkbox"/>	<input type="checkbox"/>
Were you greeted upon entering the shop?	<input type="checkbox"/>	<input type="checkbox"/>
Did we express our appreciation for your business?	<input type="checkbox"/>	<input type="checkbox"/>
Did you sense cooperation between our employees?	<input type="checkbox"/>	<input type="checkbox"/>
If another shop like this one were closer to you, would you shop there instead?	<input type="checkbox"/>	<input type="checkbox"/>

Why did you choose to visit our shop?

How did you hear about us?

How long have you been doing business with us?

Are you doing business with any of our competition? _____ If so, with whom?

What are we doing that sets us apart from other flower shops?

What is our shop's greatest strength?

What is our shop's greatest shortcoming?

How can we improve our service to you?
