



## Mimi Carey / 16 Aug 2018

Retail Customer Satisfaction Survey Form

Complete

Inspection score	Failed items	Created actions
<b>42.86%</b>	<b>4</b>	<b>0</b>



Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received so far. We appreciate your business and want to make sure we meet your expectations.

Customer Name (Optional)

Mimi Carey

Survey Date and Time

📅 16th Aug, 2018 ⌚ 12:38 PM +08

Click next section to continue.

## Failed items

4 Failed

### Survey / Survey

Was the shop's appearance pleasant?	No
– Notes I saw some items were not stacked properly. It's messy to look at	
Was your request addressed properly?	No
– Notes I was requesting for a snail moisturizer. I've been told that they have stocks so I waited for it. But the staff served other customer leaving me unattended for 10 minutes. I still need to ask other staff for follow up.	
Was the staff friendly and accomodating?	No
– Notes Your staff sounds disinterested	
Overall, are you satisfied with with your visit?	No
– Notes Staff was not accommodating and it took a lot of time getting new stocks of snail moisturizer.	

# Survey

4 Failed 42.86%

## Survey

4 Failed

Was the shop's appearance pleasant?	No
– Notes I saw some items were not stacked properly. It's messy to look at	
Was the service or product available?	Yes
Was your request addressed properly?	No
– Notes I was requesting for a snail moisturizer. I've been told that they have stocks so I waited for it. But the staff served other customer leaving me unattended for 10 minutes. I still need to ask other staff for follow up.	
Was the staff friendly and accomodating?	No
– Notes Your staff sounds disinterested	
Was the price of the product reasonable?	Yes
Did the cashier serve you in a timely manner?	Yes
Overall, are you satisfied with with your visit?	No
– Notes Staff was not accommodating and it took a lot of time getting new stocks of snail moisturizer.	

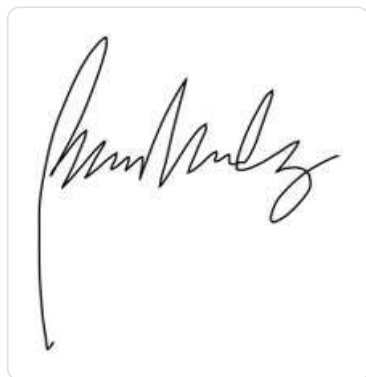
## Comments and Suggestions

Please share with us a few things where we could do better.

Train your staff to follow up real time.

## Completion

Customer's Name (Optional)



Mimi Carey

16th Aug, 2018 12:43 PM +08

