



Retail Customer Satisfaction Survey Form

Mimi Carey / 6 Jan 2025

Complete

Score	3 / 7 (42.86%)	Flagged items	4	Actions	0
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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

06.01.2025 15:20 PST

Click next section to continue.

Flagged items

4 flagged

Survey / Survey

Was the shop's appearance pleasant?

No

I saw some items were not stacked properly. It's messy to look at

Survey / Survey

Was your request addressed properly?

No

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.

Survey / Survey

Was the staff friendly and accomodating?

No

Your staff sounds disinterested

Survey / Survey

Overall, are you satisfied with with your visit?

No

Staff was not accommodating and it took a lot of time getting new stocks of snail moisturizer.

Survey

4 flagged, 3 / 7 (42.86%)

Survey

4 flagged, 3 / 7 (42.86%)

Was the shop's appearance pleasant?

No

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

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

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

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 the product could do better.

Train your staff to follow up real time.

Completion

Customer's Name (Optional)



Mimi Carey
06.01.2025 15:25 PST