



## CUSTOMER SURVEY

As part of our Mission Statement we promise to regularly keep in touch with the community to check we're doing the right things for you and with that in mind would ask you to complete this survey and hand back to the shop or post online before May 1<sup>st</sup>. Please note these questions are specifically for the Chalke Valley Stores as opposed to the Coffee Shop.

We would like to keep your e mail address on file purely to send you information regarding opening times, offers and new products. We promise that this will only be shared within the management of the Chalke Valley Stores. If you have any queries regarding data protection, please contact Ms Katie Whitmore, Deputy Chair, C/O Chalke Valley Stores, High Rd, Broad Chalke. SP5 5EH

E mail address (Optional) -----

Name (Optional) -----

Further copies of this survey are available in-store, at [www.chalkevalleystores.co.uk](http://www.chalkevalleystores.co.uk) or can be sent to your e mail address above by ticking here

Please tick the appropriate box or one that comes closest to your view. **BUT ONLY TICK ONE BOX PLEASE**

1/ Which village do you live in or nearest to?

Broad Chalke

Bishopstone

Bowerchalke

Fifield

Fovant

Stratford Tony

Alvediston

Ebbesbourne Wake

Other (Name please) -----

2/ Where do you shop more frequently?

Chalke Valley Stores

Coombe Bissett Stores

Fovant Stores

Ludwell Stores

3/ How often do you visit the Chalke Valley Stores?

Daily

Twice a week

Weekly

Fortnightly

Monthly

Rarely

Not any more

4/ What is the main reason for your visit to the Chalke Valley Stores?

Weekly Shop

Post Office

Top up to supermarket shop

Emergency Shop

Cigarettes/Newspaper/Alcohol

Local Artisan premium goods

Gifts

5/ Which is most important to you?

Price (Value for Money)

Wide selection

Known brands

Quality Fresh Produce

Supporting Local Suppliers

Supporting Chalke Valley Stores

6/ Which is least important to you?

Price (Value for Money)

Wide selection

Known brands

Quality Fresh Produce

Supporting Local Suppliers

Supporting Chalke Valley Stores

7/ How would you perceive the prices at Chalke Valley Stores

High

Mixed

Reasonable

Good Value

8/ How would you rate the customer service?

Excellent

Good

Fair

Average

Poor

9/ How easy is it to find the things you are shopping for?

Very Easy

Fairly Easy

Not Easy

Difficult

10/ How often is the item you are looking for in stock?

Always

Mostly

Sometimes

Rarely

11/ How often is the brand you are looking for in stock?

Always

Mostly

Sometimes

Rarely

12/ Would a limited home delivery service with a small extra charge be of interest?

No

Yes- during lockdown

Yes- occasionally

Yes- regularly

13/ What do you feel about our takeaway service?

I haven't taken advantage of this

I regularly buy take away coffee/snack from Chalke Valley Stores

I'd prefer a wider range to choose from

14/ Does the Post Office open..

Enough days

Too few days

15/ If the Post Office is shut, do you?

Mostly return when it's open

Mostly go elsewhere

Please enter any other comments in this box including what you like most and what you like least about the Chalke Valley Stores (Exc Coffee Shop).

Thank you for completing the survey. The Chalke Valley Hub Committee will meet to discuss its findings and ensure that your views are thoroughly discussed and considered in order to ensure we fulfil our obligation to serve the community and maintain a sustainable local service.