

YOUR **SAME DAY** PICK UP & DELIVERY DRYCLEANING SERVICE 2 YOUR DOOR **DRYCLEANING**

CUSTOMER QUESTIONNAIRE

Dear Customers,

Firstly, the staff at 2 YOUR DOOR Dry Cleaning would like to thank you for the support you have given us in providing you with a convenient, high quality dry cleaning service. Your custom is greatly appreciated.

We are always open to feedback and suggestions, as it helps us to tailor and/or improve our service to meet your needs. We would love to hear your thoughts on how we are operating as a business, so we have devised this feedback form for you to complete. If you could take the time to complete it and place it in your bag with your next dry cleaning order it would help us greatly in improving the service we offer you.

Please remember, you can contact the 2 YOUR DOOR Dry Cleaning team on 0408 369 432 directly, should you wish to chat about any of your responses in further detail.

We thank you in advance for taking the time to complete this form.

2 YOUR DOOR Dry Cleaning Team.

ALL
ENTRANTS
GO IN THE
DRAW TO
WIN A \$100
VOUCHER

BUILDING NAME:

CUSTOMER NAME:

1. How often would you use our service? (please tick)

- Weekly
 Fortnightly
 Monthly

2. How would you rate the quality of our dry cleaning? (please write a number between 1 and 10 in the box below with 1 being poor and 10 being exceptional)

3. How would you rate our staff on the following? (please write a number between 1 and 10 in each box with 1 being poor and 10 being exceptional)

- Attitude/Politeness
 Efficiency
 Presentability

4. What are the main items you usually get dry cleaned? (please tick one/some/all)

- Shirts Laundered
 General Dry Cleaning
 Bed Linen
 Repairs
 Home furnishing, e.g. curtains, rugs, pillows etc.

5. Why do you use our service? (please number 1 to 5 with 1 being least important reason)

- Convenience
 Friendly Staff
 Quality dry cleaning
 Overall Service

6. Are you satisfied with the presentation of the dry cleaning when you receive it?

- Satisfied
 Unsatisfied

7. How would you rate our overall customer service? (please write a number between 1 and 10 in the box below with 1 being poor and 10 being exceptional)

8. Are there any other services that you would like us to offer? (please list)

9. How satisfied are you with the response time of our service? Please write a number between 1 and 10 in the box below with 1 being unsatisfied and 10 being exceptionally satisfied)

10. Please rate the following. Write a number between 1 and 10 in each box with 1 being unsatisfied and 10 being exceptionally satisfied

happy with the way your dry cleaning is handled?
 happy where it is stored?
 happy that it is returned to your apartment in a timely manner

11. What are the exceptional things we do, if any? (please comment)

12. How would you improve our service? What would you like to see happen? (please comment)

13. Would you refer us to your family/friends/work colleagues? Why/Why not? (please comment)

14. What do our competitors do that we currently don't?

15. Any other ideas?

Thank you for completing this questionnaire.

All information is kept completely confidential and will remain the property of 2 Your Door Dry Cleaning in file and will not be issued to any other organisation for any other purpose whatsoever.

Thanks again.