

CUSTOMER SATISFACTON SURVEY

Wandahome recently underwent a demerger with the effect that Wandahome (Knottingley) Limited is a completely separate company from our former branch at South Cave.

The new Managing Directors Rod Trueman, Nigel Burnley and Technical director, Richard Hay, have instigated a number of changes in the recent months since the demerger with the refurbishment of the showroom and on-site facilities. In order to continue our programme of improvements we are asking for the assistance of our customers and visitors to our site in taking the time to complete the following questionnaire.

N.B Please indicate your answers by putting a tick in the space provided.

All feed back is taken seriously by the Senior Management at Wandahome (Knottingley) and any suggestions put forward that we feel will improve the on site experience will be implemented.

DATE OF VISIT.....

REASON FOR VISIT.....

During your visit today please indicate by ticking your experience of the following.

Section 1: CAR PARK & OUTSIDE FACILITIES

Were you able to quickly and with little stress find a space and park your car?

- Yes, plenty of spaces available
- Yes, but limited space and difficult to manoeuvre
- Unable to find a suitable parking space

How would you rate the layout of the outside displays in the following categories:
Signage -

- Well signed and easy to locate departments without assistance
- Signage okay but improvements required
- Poor unable to find my way around without assistance

Please indicate your view of our outside display of caravans

- Plenty of space to move between caravans Agree Disagree
- Easy access to caravans with steps available Agree Disagree
- Site clean and well maintained Agree Disagree

If you have disagreed with any of the above statements, please indicate below how we could improve the site and the caravan display

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Cont...

Labelling:

- Caravans were well labelled and informative Agree Disagree
- Prices were well displayed Agree Disagree

If you have disagreed with any of the above statements, please indicate below how we could improve the labelling of the outside display caravans

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Section 2: SHOWROOM & INDOOR FACILITIES

How well would you rate the layout of the showroom in the following areas.

- Well signed and easy to locate departments without assistance
Agree Disagree
- The showroom was warm and inviting
Agree Disagree
- I felt at ease to browse at my leisure
Agree Disagree

If you have disagreed with any of the above statements, please indicate below how we could improve our showroom facilities

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Please indicate your view of our showroom display of caravans

- Plenty of space to move between caravans Agree Disagree
- Easy access to caravans with steps available Agree Disagree
- Showroom clean and well maintained Agree Disagree

If you have disagreed with any of the above statements, please indicate below how we could improve the site and the caravan display

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Labelling:

- Caravans were well labelled and informative Agree Disagree
- Prices were well displayed Agree Disagree

If you have disagreed with any of the above statements, please indicate below how we could improve the labelling of the outside display caravans

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Cont...

Brochures & Information:

- I was able to locate the brochure I needed without assistance
Agree Disagree
- Information was provided quickly and efficiently on enquiry
Agree Disagree
- Good selection of leaflets & information available
Agree Disagree

If you have disagreed with any of the above statements, please indicate below how we could improve in providing information to hand

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Section 3: SALES STAFF

Did you find our reception staff to be: (please tick all that apply)

- Friendly & Welcoming
- Helpful & Informative
- Professional

Did you find the sales people: (please tick all that apply)

- Professional
- Courteous
- Informative
- Smart & presentable
- Pushy or intimidating
- Other (please specify)

Did the sales person offer you his name?

Yes No

How would you rate the product knowledge of the sales person?

Excellent Good Fair Poor

Cont...

Did you visit our accessory shop on your visit today Yes No
If yes please answer the following questions

Were the staff: (please tick all that apply)

- Friendly & Welcoming
- Helpful & Informative
- Professional

Is the accessory shop well laid out Yes No

Is there a good selection of products Yes No

Are there any products that were not available to you that you would like to see in our shop?

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Thank you for taking the time to fill in this form and providing us with your views on the service we provide. Should you have any further suggestions that you think will improve our service to both you and other visitors to our site, please feel free to comment below.

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Additional information (Optional)

Should you wish to receive information on any future offers we may run, please leave your name and address below:

Name

Address

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Town

County.....

Postcode