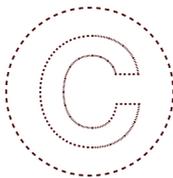


CENTENNIAL DRY CLEANERS & LAUNDRY

AWARD WINNING DRY CLEANING



506 Old South Head Rd,
Rose Bay NSW 2029
Phone 9388 1104

www.centennialdrycleaners.com.au

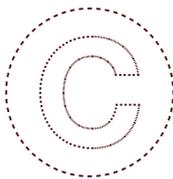
CUSTOMER QUESTIONNAIRE

- How often would you visit our store? (please tick)
 Weekly
 Fortnightly
 Monthly
- 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)
- 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
- 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.
- Why do you use our service? (please number 1 to 4 with 1 being least important reason)
 Friendly Staff
 Quality dry cleaning
 Convenient Location
 Overall Service
- Are you satisfied with the presentation of the dry cleaning when you receive it?
 Satisfied
 Unsatisfied
- 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)
- Are there any other services that you would like us to offer? (please list)

PLEASE COMPLETE BACK PAGE

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9. 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 with the presentation of your dry cleaning?
- happy that items are cleaned in a timely manner

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

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

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

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

14. Any other ideas?

Thank you for completing this questionnaire. All information is kept completely confidential and will remain the property of Centennial Dry Cleaners in file and will not be issued to any other organisation for any purpose whatsoever.

Thanks again.