

Home delivery survey

Thank you for your order. Tell us how this delivery went: tick one box per line. It takes about three minutes.

Date

Order or route number

For each statement, tick one box from 1 (very poor) to 5 (excellent).

- 1 When did your order arrive, compared with the time we gave you?
☐ Early ☐ In the time slot ☐ Up to an hour late ☐ Over an hour late ☐ A later day
- 2 Did your whole order arrive?
☐ Yes, all of it ☐ Some items missing ☐ A wrong item came ☐ Nothing arrived
- 3 How was your order handed over?
☐ Handed to me ☐ Left where I asked ☐ Left somewhere else ☐ Driver did not wait
☐ Missed, card left

STATEMENT	VERY POOR					EXCELLENT				
4 How would you rate the condition it arrived in?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
5 How would you rate the updates about this delivery?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
6 How would you rate the choice of delivery times?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
7 How would you rate the care taken at your door?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					
8 Overall, how would you rate this delivery?	☐ 1	☐ 2	☐ 3	☐ 4	☐ 5					

- 9 Would you choose delivery from us again?
☐ Yes, for sure ☐ Probably ☐ Not sure ☐ Probably not ☐ No

10 If you ran our deliveries, what would you fix first?

11 What did we get right this time?

Optional questions (1 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Ordering, tracking and updates

STATEMENT	VERY POOR				EXCELLENT
12 How would you rate the delivery details at checkout?	1	2	3	4	5
13 How accurate was the tracking?					
☐ Always right ☐ Mostly right ☐ Often wrong ☐ Did not check					
14 If the delivery time moved, when did you hear?					
☐ Well before ☐ On the day ☐ After it was due ☐ Never told ☐ It did not move					
15 Which updates would you like from us? (tick all that apply)					
☐ Order confirmed ☐ Out for delivery ☐ Driver nearby ☐ Photo when left ☐ Delay alert					

At the door

STATEMENT	VERY POOR				EXCELLENT
16 How would you rate the courtesy of the driver?	1	2	3	4	5
17 Did the driver follow your delivery instructions?					
☐ Yes ☐ Partly ☐ No ☐ I gave none					
18 Did you need extra time or help at the door?					
☐ No ☐ Yes, and I got it ☐ Yes, but I did not					

Furniture, appliances and large items

19 Did the team contact you before arriving?

☐ Yes, with a time ☐ Yes, no time ☐ No

STATEMENT	VERY POOR				EXCELLENT
20 How would you rate the care taken inside your home?	1	2	3	4	5
21 Was it placed where you wanted it?					
☐ Yes ☐ In the wrong room ☐ Left at the door					
22 Was it set up and checked before the team left?					
☐ Yes, it works ☐ Yes, with a fault ☐ No ☐ Not needed					

Optional questions (2 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Furniture, appliances and large items (continued)

23 Did the team take away what was agreed?

- ☐ Yes ☐ Only some of it ☐ No ☐ Nothing agreed

Grocery and fresh food orders

24 Were any items swapped for something else?

- ☐ No swaps ☐ Swaps I liked ☐ Swaps I did not want ☐ Missing, no swap

STATEMENT	VERY POOR				EXCELLENT
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25 How would you rate how cold your chilled items were?

26 How long was left on your fresh items' dates?

- ☐ Plenty ☐ Just enough ☐ Too little

When something went wrong

27 How did you first report the problem?

- ☐ Chat or app ☐ Phone ☐ Email ☐ At the door ☐ I did not report it

28 How many times did you have to get in touch?

- ☐ Once ☐ Twice ☐ Three or more ☐ Still waiting

STATEMENT	VERY POOR				EXCELLENT
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29 How would you rate how we put it right?

30 What did we offer to put it right?

- ☐ Refund ☐ Replacement ☐ New delivery ☐ Credit or voucher ☐ Nothing yet

Delivery preferences (for planning)

31 For most orders, what matters most to you?

- ☐ Lowest cost ☐ Fastest arrival ☐ A slot I choose ☐ Greener delivery

Optional questions (3 of 3)

Add any of these to the core questions. Keep the numbering running on from page one.

Delivery preferences (for planning) (continued)

32 How soon should free delivery arrive?

- ☐ Next day ☐ Within 2 days ☐ 3 to 5 days ☐ Within a week

33 When you are out, where should we leave your order?

- ☐ A safe place I pick ☐ With a neighbor ☐ Locker or pickup point ☐ Try again later

34 What would you pay for same-day delivery?

- ☐ Nothing ☐ Up to \$3 ☐ \$3 to \$6 ☐ More than \$6

35 Which delivery times suit you? (tick all that apply)

- ☐ Weekday mornings ☐ Weekday afternoons ☐ Weekday evenings ☐ Weekends

About you

36 How many deliveries have you had from us?

- ☐ This was my first ☐ 2 to 5 ☐ 6 or more

37 Which best describes where you live?

- ☐ City ☐ Suburb ☐ Small town ☐ Rural area

38 Which age group are you in?

- ☐ Under 25 ☐ 25 to 44 ☐ 45 to 64 ☐ 65 or over ☐ Prefer not to say

Thank you for helping us get every delivery right.

poll-maker.com/cp-delivery-customer-satisfaction