

Customer rating results

Date

Store, order or table

Number of answers

Tally how many customers ticked each box. Percent rating 4 or 5 = (number of 4s + number of 5s) divided by the total, times 100.

STATEMENT	1	2	3	4	5	TOTAL	% RATING 4 OR 5
1. Overall, how would you rate your order or visit today?							
2. How would you rate the quality of what you bought?							
3. How would you rate the service you got from our team?							
4. How would you rate the value for the price you paid?							
5. How easy was it to get what you came for?							
6. How likely are you to buy from us again?							

Compared with what you expected, today was

MUCH WORSE

A LITTLE WORSE

AS EXPECTED

A LITTLE BETTER

MUCH BETTER

Strengths

The two statements with the highest percent rating 4 or 5.

What to fix first

The two statements with the lowest percent rating 4 or 5.

What the open answers say

Sort the comments into three or four themes.

You said, we will

What customers told you, and the change they will notice on their next visit.