

TWDC - Customer Survey - April 2007 - Results

As part of our annual internal and external review we sent out an electronic survey to all customers to check we were providing them with a high quality service.

Out of 850 surveys sent, we had around 320 replies to our online survey. The five people who replied the quickest also enjoyed a bottle of champagne each.

In this survey we asked clients seven questions which were related to our products and service and also three questions to see how well they rate our overall service. The questions and responses are laid out below.

How do you find the level of service provided to you by the office staff when you contact us?

1) Excellent 2) Good 3) Average 4) Poor 5) Very poor

- **79.2% of customers feel that our service from office staff is excellent**
- **97.2% of customers feel that our service from office staff is excellent or good**

How would you rate the level of service provided by our delivery drivers?

1) Excellent 2) Good 3) Average 4) Poor 5) Very poor

- **74.3% of customers feel that our service from delivery drivers is excellent**
- **98.3% of customers feel that our service from delivery drivers is excellent or good**

How would you rate us overall as a supplier?

1) Excellent 2) Good 3) Average 4) Poor 5) Very poor

- **79.2% of customers feel that overall as a supplier we are excellent**
- **97.8% of customers feel that overall as a supplier we are excellent or good**

37.64% of our customers responded to our survey sent out on 1st April 2007
These results have been audited by an independent director and marketing company.