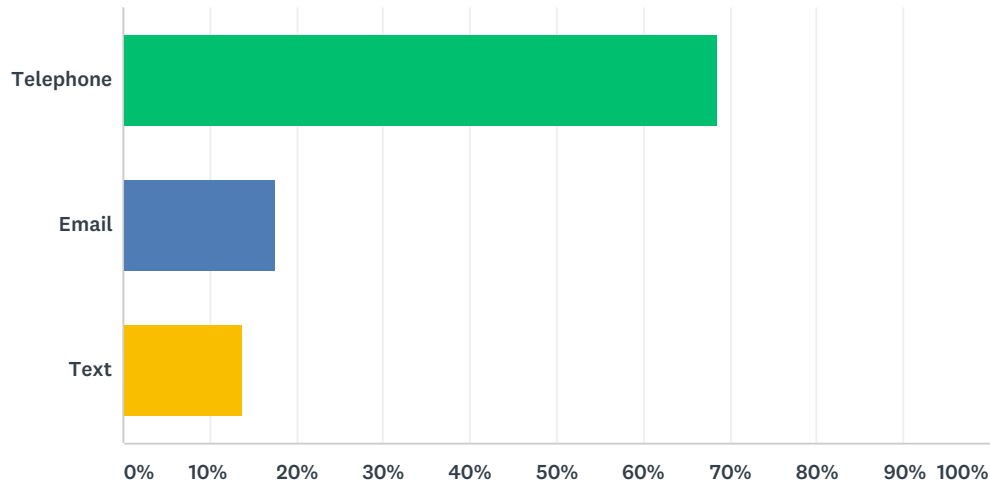




Qufora Direct Service survey 2018

Q1 How do you usually contact Qufora Direct for more supplies?

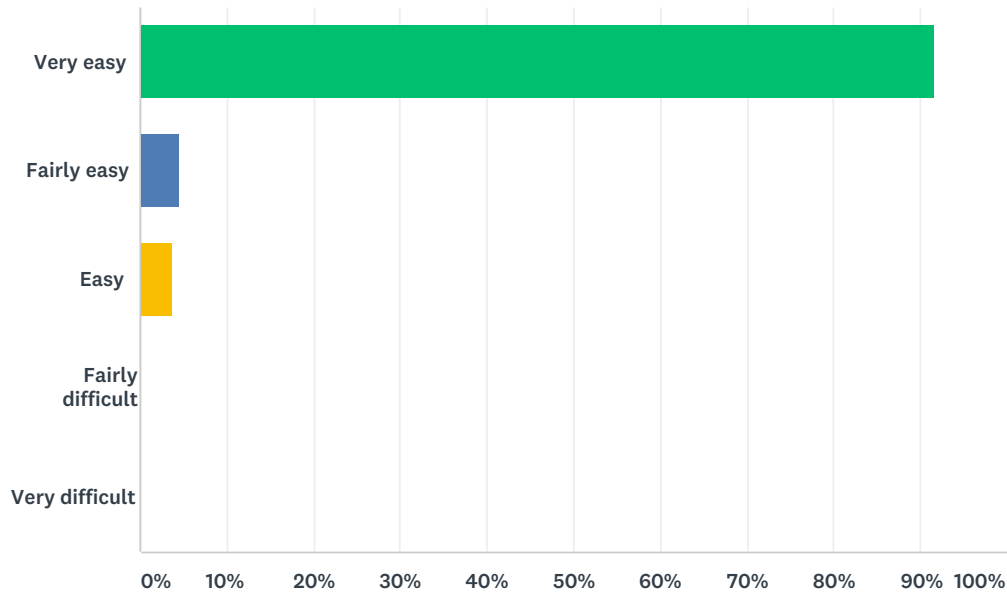
Answered: 108 Skipped: 0



ANSWER CHOICES	RESPONSES	
Telephone	68.52%	74
Email	17.59%	19
Text	13.89%	15
TOTAL		108

Q2 How easy do you find it to contact Qufora Direct?

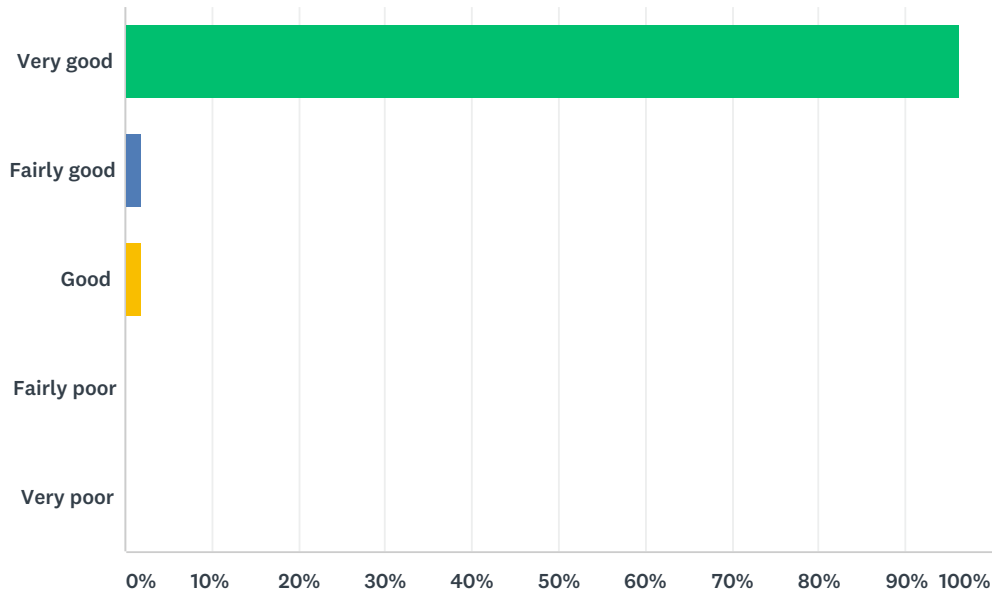
Answered: 107 Skipped: 1



ANSWER CHOICES		RESPONSES	
Very easy		91.59%	98
Fairly easy		4.67%	5
Easy		3.74%	4
Fairly difficult		0.00%	0
Very difficult		0.00%	0
TOTAL			107

Q3 If you have dealt with Qufora Direct either by phone or email, based on your experience, how would you rate it?

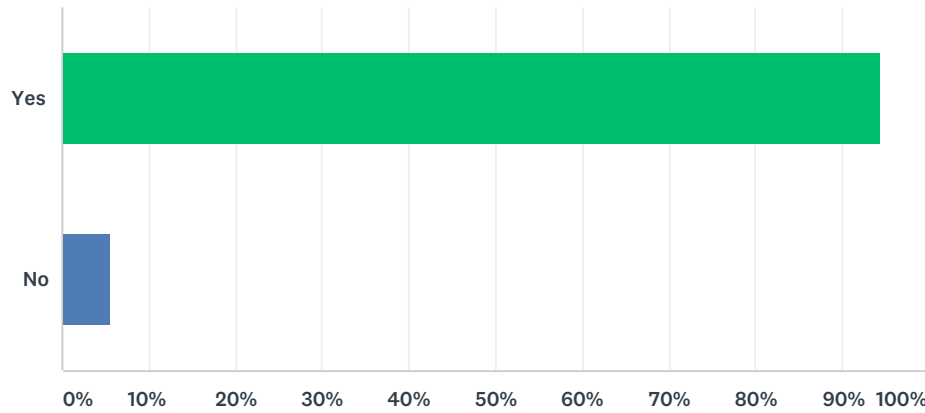
Answered: 107 Skipped: 1



ANSWER CHOICES	RESPONSES	
Very good	96.26%	103
Fairly good	1.87%	2
Good	1.87%	2
Fairly poor	0.00%	0
Very poor	0.00%	0
TOTAL		107

Q4 Are your products delivered on a day that suits you?

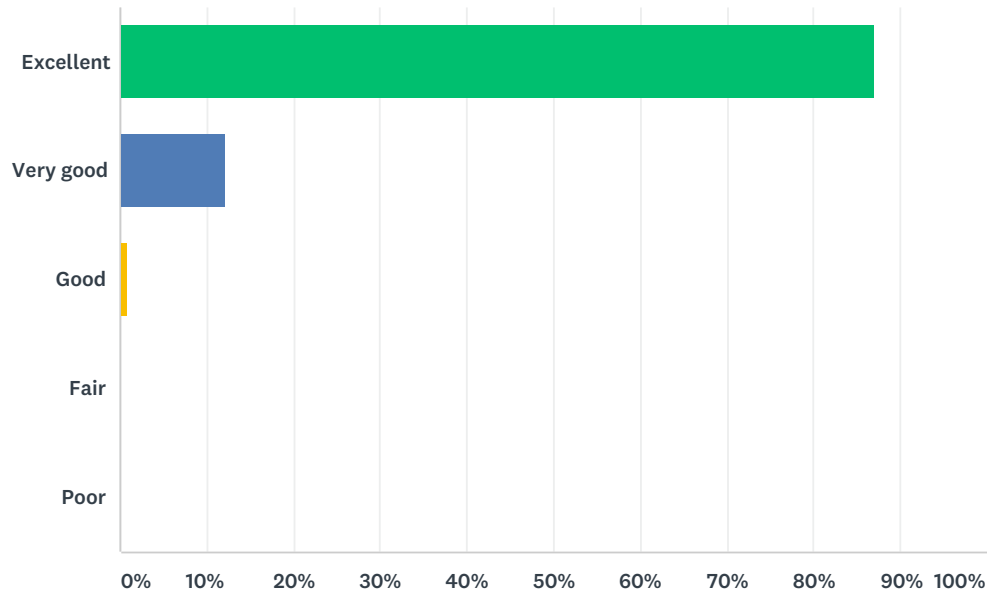
Answered: 107 Skipped: 1



ANSWER CHOICES		RESPONSES	
Yes		94.39%	101
No		5.61%	6
TOTAL			107

Q5 Taking everything into account - how would you rate Qufora Direct?

Answered: 108 Skipped: 0



ANSWER CHOICES	RESPONSES	
Excellent	87.04%	94
Very good	12.04%	13
Good	0.93%	1
Fair	0.00%	0
Poor	0.00%	0
TOTAL		108

Q6 Feedback

- ❖ "Plus, staff are very friendly when they ring. Lovely service, thank you"
- ❖ "Well done to your company & all of your staff"
- ❖ "Q3. Better than very good! Q4. Left in safe place, if I'm not home. Thank you for your service"
- ❖ "Wish you'd given us/asked us for comments because there is so much more to say!!"
- ❖ "I think all of you at Qufora are exceptionally friendly, helpful and very efficient. Thank you for such excellent service"
- ❖ "I have been delighted with the service of Qufora Direct. Thank you for your excellent service - the normal person to person phone service, promptly answered, is much appreciated these days"
- ❖ "Brilliant Service! Discreet way of obtaining the products"
- ❖ "Office staff very helpful"
- ❖ "Well Done!"
- ❖ "Products are delivered on a day that suits as I leave my porch open for the delivery. Always pleasant and helpful"
- ❖ "Just want to add that your receptionist staff is very kind, helpful and talk with respect"
- ❖ "Very pleasant and informative on telephone"
- ❖ "Staff are always very friendly and also professional - Thank you"
- ❖ "The staff are always so helpful, kind, cheerful"
- ❖ "Love the new improved cone shape too!"
- ❖ "Even the delivery driver is great so helpful and polite"