

# Sales Staff Questionnaire

**Q1.** Please select the statements that you feel most accurately describe our sales staff.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
<b>Q1.</b> (Store) sales staff are knowledgeable about their products.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q1.</b> (Store) sales staff promptly service customers as they enter the store.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q1.</b> (Store) sales staff are courteous.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q1.</b> (Store) sales staff are well groomed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q1.</b> (Store) sales staff accurately present product information.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q1.</b> (Store) sales staff are friendly and approachable.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q1.</b> I am very satisfied with the customer service at (store).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q2.** How long did you wait to be helped by a (store) salesperson?

0-2 minutes     
  3-5 minutes     
  6-10 minutes     
  11-15 minutes     
  more than 15 minutes

**Q3.** Did we have the product you needed?  Yes  No

**Q4.** If 'No' to the previous question, were you:

	Yes	No
<b>Q4.1.</b> Offered an alternative.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q4.2.</b> Offered an opportunity to order it.	<input type="checkbox"/>	<input type="checkbox"/>
<b>Q4.3.</b> Given a date when the product would be in stock.	<input type="checkbox"/>	<input type="checkbox"/>

Thank you for your time.