

12 King Street
Chappaqua, N.Y. 10514



Phone: 914-238-4948
chappaquavillagemarket.com

CUSTOMER QUESTIONNAIRE

As a family-owned business serving Chappaqua's community for over 35 years, your thoughts and opinions are highly regarded as they are the most effective way to provide superb customer satisfaction. Let us know what we do best and/or what you think we could improve on. Thank you for your patronage, comments and suggestions as we diligently work to continue fostering great service and providing superior quality foods to you, our respected customer.

-TONY, VINNY, RANDY, ANTHONY & THE C.V.M. TEAM

- 1) How long have you lived in Chappaqua/Chappaqua area? _____
- 2) How long have you been a customer of C.V.M.? _____
- 3) About how often do you purchase foods at our store? _____
- 4) When it comes to food, do you **value high-quality and service over cost**?
Disagree 1 2 3 4 5 Agree
- 5) When it comes to food, is **convenience in preparation** an important factor to you?
Disagree 1 2 3 4 5 Agree
- 6) How would you rate our overall **customer service**?
Dissatisfied 1 2 3 4 5 Satisfied
- 7) How would you rate the overall **cleanliness of our store**?
Dissatisfied 1 2 3 4 5 Satisfied
- 8) How **knowledgeable are our employees** when it comes to addressing your questions?
Dissatisfied 1 2 3 4 5 Satisfied
- 9) Do you find our food departments to have a **wide variety of products** available?
Disagree 1 2 3 4 5 Agree
- 10) Do you prefer to purchase foods which are **organic**, even though they are **more costly**?
Disagree 1 2 3 4 5 Agree
- 11) Do you prefer to purchase produce and other products which are **locally grown**?
Disagree 1 2 3 4 5 Agree

12) How would you rate the quality of our **fresh prime-cut meat and butcher department**?

Dissatisfied 1 2 3 4 5 Satisfied

13) How would you rate the quality of our **fresh fish and seafood department**?

Dissatisfied 1 2 3 4 5 Satisfied

14) How would you rate the quality of our **fresh produce and dairy department**?

Dissatisfied 1 2 3 4 5 Satisfied

15) How would you rate the quality of our **fresh baked breads and desserts** in our **bakery department**?

Dissatisfied 1 2 3 4 5 Satisfied

16) How would you rate the quality of our **freshly cooked prepared dinners and side dishes**?

Dissatisfied 1 2 3 4 5 Satisfied

17) How would you rate our selection of **gourmet groceries**?

Dissatisfied 1 2 3 4 5 Satisfied

18) Are you aware of our Delivery Service or EZ Drive-Up 'n' Pick-Up Service? _____

19) Would you recommend shopping at our store to friends and family? _____

20) Have you visited our website, chappaquavillagemarket.com? _____

(Features: weekly specials, new items/services, menus, hours and our biography)

21) Tell us what you think we could improve on or change:

22) Are there any foods or items you would like to see us carry?

ALTHOUGH NOT REQUIRED, WE WOULD PREFER IF YOU PROVIDE YOUR NAME AND CONTACT INFORMATION SO WE CAN WORK TOGETHER TO RESOLVE ANY ISSUES OR CONCERNS. IF YOU ARE INTERESTED IN RECEIVING OUR WEEKLY SPECIALS VIA EMAIL, PLEASE PROVIDE US WITH YOUR EMAIL ADDRESS.

Name: _____ Phone #: _____

Email Address: _____

Westchester's Complete Gourmet Food & Butcher Market