



## Constant Contact Survey Results

**Survey Name:** Jun 13 2010 Survey Adams Feed

**Response Status:** Partial & Completed

**Filter:** None

Aug 18, 2010 11:09:52 PM




### How often do you visit our retail store?

Answer	0%	100%	Number of Response(s)	Response Ratio
Once a week			2	15.3 %
Once a month			8	61.5 %
Once every 3 months			3	23.0 %
Once every 6 months			0	0.0 %
Once a year			0	0.0 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>




### When did you last visit our store?

Answer	0%	100%	Number of Response(s)	Response Ratio
In the past week			4	30.7 %
In the past month			8	61.5 %
In the past 3 months			1	7.6 %
In the past year			0	0.0 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>




The last time you visited, why did you visit our store?

Answer	0%	100%	Number of Response(s)	Response Ratio
Just browsing			0	0.0 %
To buy something for my pet			10	76.9 %
To buy a pet or animal			0	0.0 %
To compare products			1	7.6 %
Other			2	15.3 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>

Overall, how satisfied were you with your last shopping experience?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very satisfied			9	69.2 %
Somewhat satisfied			3	23.0 %
Neutral			1	7.6 %
Somewhat dissatisfied			0	0.0 %
Very dissatisfied			0	0.0 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>

The last time you visited our store, did you...

Answer	0%	100%	Number of Response(s)	Response Ratio
Buy exactly what you were looking for			8	61.5 %
Buy something in addition to what you were looking for			4	30.7 %
Buy something other than what you were looking for			0	0.0 %
Buy nothing			1	7.6 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>

What products and services are you most interested in?

Answer	0%	100%	Number of Response(s)	Response Ratio
Pets, Animals, Fish or Reptiles			5	38.4 %
Pet Food and Supplies			10	76.9 %
Firewood			1	7.6 %
Hay			3	23.0 %
Plants, Lawn and Garden			5	38.4 %
U-Haul Rentals			0	0.0 %
Aquatics and Fishing Items			1	7.6 %
Free monthly newsletter?			3	23.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>

Please indicate the degree to which you agree/disagree with the following statements on our customer service.







1 = Strongly Disagree, 2 = Somewhat Disagree, 3 = Neutral, 4 = Somewhat Agree, 5 = Strongly Agree

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
Our staff is professional						13	4.3
Our staff does not interfere and/or provide unsolicited advice						13	4.4
Our staff does not pressure you to make a purchase						13	4.5
Our staff is attentive to your needs						13	4.2
Our staff is courteous and polite						13	4.5
Our staff is receptive to your post-purchase needs						13	4.4

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.




Please indicate the degree to which you agree/disagree with the following statements about our store and products.

1 = Strongly Disagree, 2 = Somewhat Disagree, 3 = Neutral, 4 = Somewhat Agree, 5 = Strongly Agree

Answer	1	2	3	4	5	Number of Response(s)	Rating Score*
The store location is convenient						13	3.9
The store has a neat and clean appearance						13	3.8
The layout of the store makes it easy to shop						13	4.2
The store offers a good variety of products						13	4.4
The quality of products offered matches my expectations						13	4.3
The products are reasonably priced						13	4.1

\*The Rating Score is the weighted average calculated by dividing the sum of all weighted ratings by the number of total responses.

How likely is it that you would recommend our company to a friend or colleague?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			9	69.2 %
Somewhat likely			3	23.0 %
Neutral			1	7.6 %
Somewhat unlikely			0	0.0 %
Very unlikely			0	0.0 %
No Response(s)			0	0.0 %
<b>Totals</b>			<b>13</b>	<b>100%</b>

How likely are you to shop at our store again?

Answer	0%	100%	Number of Response(s)	Response Ratio
Very likely			12	92.3 %
Somewhat likely			0	0.0 %
Neutral			0	0.0 %
Somewhat unlikely			0	0.0 %
Very unlikely			0	0.0 %
No Response(s)			1	7.6 %
<b>Totals</b>			<b>13</b>	<b>100%</b>

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If you would like to be added to our monthly email newsletter, or if you would like us to contact you, please enter the information indicated below.

<b>Answers</b>	<b>Number of Response(s)</b>
First Name	3
Last Name	3
Company Name	0
Work Phone	0
Email Address	3
Address 1	2
Address 2	0
City	2
State/Province (US/Canada)	3
Postal Code	2

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Do you have any suggestions for improvement?

8 Response(s)