

# Retail Store Customer Experience Questionnaire

Thank you for shopping with us! Please take a moment to share your feedback. Since this is a printable questionnaire, please write your responses clearly in the spaces provided.

## 1. Customer & Visit Details

Customer Name:

Date of Visit:

Store Location / Branch visited:

## 2. Store Experience Evaluation

Please rate the following aspects of your visit on a scale of 1 to 5 (with 1 being Poor and 5 being Excellent):

Friendliness and helpfulness of store staff (1-5):

Cleanliness and organization of the store (1-5):

Availability of products and stock (1-5):

Speed of the checkout process (1-5):

Overall shopping experience (1-5):

## 3. Shopping Habits

Did you find everything you were looking for today? (Yes / No / Partially):

What specific items or brands were you looking for but could not find?

How likely are you to recommend our store to a friend or family member? (Highly Likely / Likely / Neutral / Unlikely):

## 4. Additional Comments & Feedback

Please share any other suggestions, compliments, or areas where we can improve:

Thank you for your valuable feedback. Please drop this completed form in the feedback box located near the store exit.