

**CHICO WANTS YOUR FEEDBACK**

COMPLETE OUR ONLINE SURVEY  
AND RECEIVE A  
**\$5 GIFT CARD!**

**CLICK HERE TO TAKE THE SURVEY!**



## Customer Satisfaction Survey

Thank you for shopping at CHICO's Natural Pet Market. To help us maintain a high quality of service, please provide us with feedback by filling in the information below.

**One entry per person. \* Denotes required field.**

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**How long have you been our customer? \***

- First Time
- Less Than 6 months
- More Than 6 months

What type of pets and how many live with you?

Enter # of Each	
Dog	<input type="text"/>
Cat	<input type="text"/>
Bird	<input type="text"/>
Fish	<input type="text"/>
Reptile	<input type="text"/>
Small Animals	<input type="text"/>

What do you like most about shopping at Chico's Natural Pet Market?

Check all that apply	
Customer Service	<input type="checkbox"/>
Discounts & Sales	<input type="checkbox"/>
Pet Adoptions	<input type="checkbox"/>
Dog Training	<input type="checkbox"/>
Aquarium	<input type="checkbox"/>
Grooming	<input type="checkbox"/>
Location	<input type="checkbox"/>
Creature Atrium	<input type="checkbox"/>
Parking	<input type="checkbox"/>
Prices	<input type="checkbox"/>
Product Selection	<input type="checkbox"/>
Rescue Cats In Store	<input type="checkbox"/>
Rewards Program	<input type="checkbox"/>

Special Events	<input type="checkbox"/>
Special Orders	<input type="checkbox"/>

Have you found everything you were looking for?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If not please comment

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Did you find our services to be helpful and friendly?

Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
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If not please comment

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**How do you feel about the environment in the store?**

Great	<input type="text"/>
Good	<input type="text"/>
Average	<input type="text"/>
Bad	<input type="text"/>
Terrible	<input type="text"/>
Can improve	<input type="text"/>

**How would you compare our prices against other specialty pet stores where you've shopped?**

- Better than competitors
- Competitors have better prices
- Prices are comparable

**How would you compare our rewards program against our competitors?**

- Better
- Worse
- The Same

**Where else do you shop for your pet supplies?**

Check all that apply	
Amazon.com	<input type="checkbox"/>
Felix & Oscar	<input type="checkbox"/>
Chewy.com	<input type="checkbox"/>
Pro Feed Pet Nutrition	<input type="checkbox"/>
Kriser's	<input type="checkbox"/>
Pet Supplies Plus	<input type="checkbox"/>
Petco	<input type="checkbox"/>
Pet Valu	<input type="checkbox"/>
Petsmart	<input type="checkbox"/>
Other	<input type="checkbox"/>

**Have you ever used our Grooming Services?**

Check all that apply

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

If not, please would you tell us why?

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What is your zip code? \*

**Would you recommend us to friends and family? \***

- Yes
- No

**If you could buy from us online what would motivate you the most?**

	Check all that apply
The convenience of delivery?	<input type="checkbox"/>
The convenience of paying on-line and pick up at the store?	<input type="checkbox"/>
Buying bulk? By Cases? Or bigger bags?	<input type="checkbox"/>
Buying on-line but still supporting the Local Business?	<input type="checkbox"/>
Making decisions and choosing your products from home?	<input type="checkbox"/>
The Possibility of ordering things that we normally don't carry at the store?	<input type="checkbox"/>
You can buy a gift for someone and ask to be delivered at their homes?	<input type="checkbox"/>
You can make purchases at any time, 24/7 day?	<input type="checkbox"/>
You can enroll on auto-shipping and save even more?	<input type="checkbox"/>

Please make other comments why you would like us to implement e-commerce and start selling online?

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How would you like us to improve our store?

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*Thank you for your feedback and see you again Soon!*