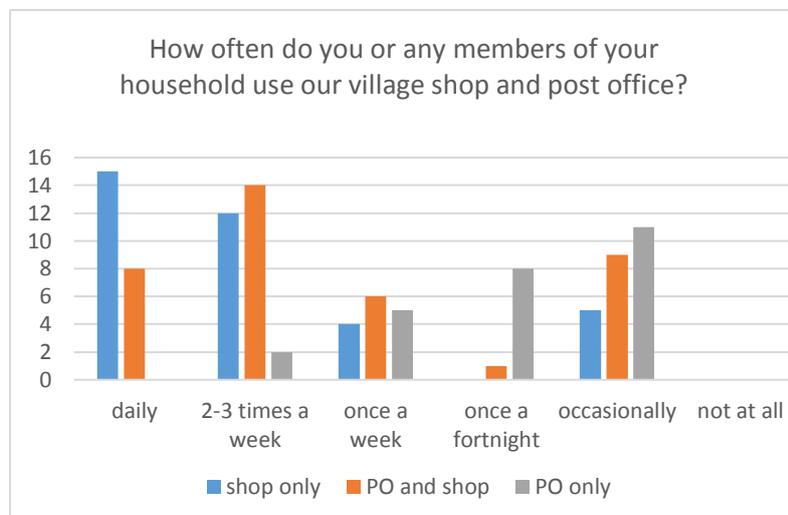


Shop Questionnaire results - what did you say about our shop?

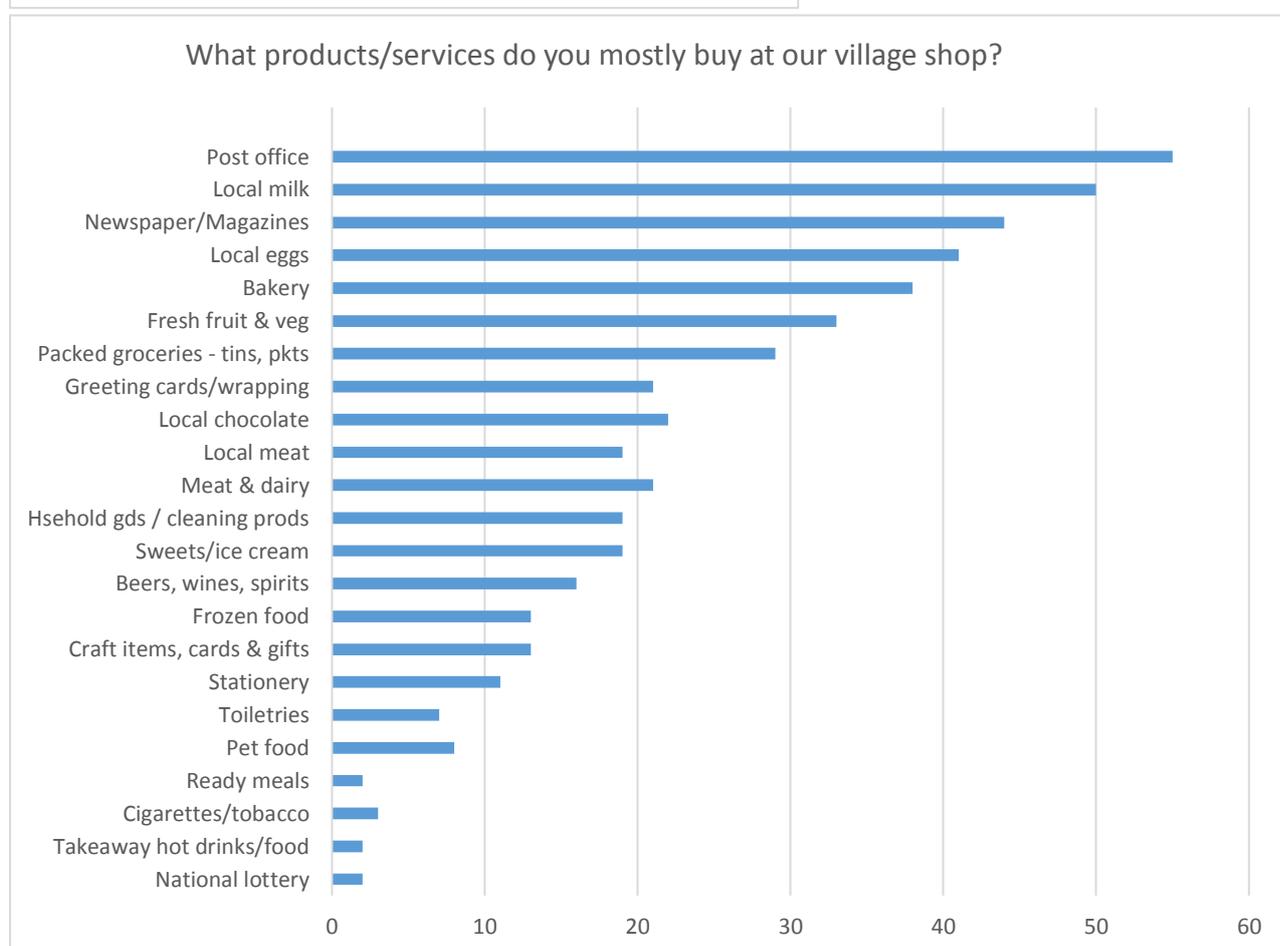
The purpose of the questionnaire was to collect information from AG residents about how they use their shop, how favourably or otherwise they see it and what further services they think it could provide. It was printed and distributed in late December 2020 and the AGVSA sends a big 'thank you' to the 63 households who sent in their responses. Most questionnaires were fully answered with only a few blank questions here and there. We have learnt a lot and see it as a valuable way of helping the shop to provide the best possible service it can.



79% of respondents use the shop or shop and post office either daily or three times a week.

During the first lockdown people said they continued to use the shop because it was "local, safe., convenient, to support shop, avoiding supermarkets".

The top five products/services showed the importance of our post office and demand for local produce



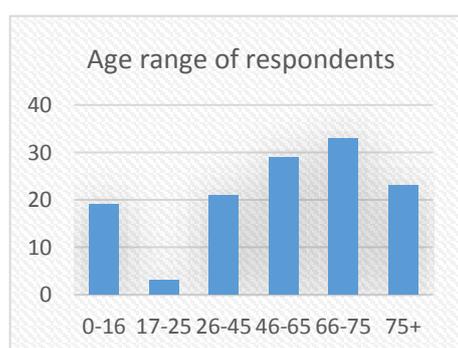
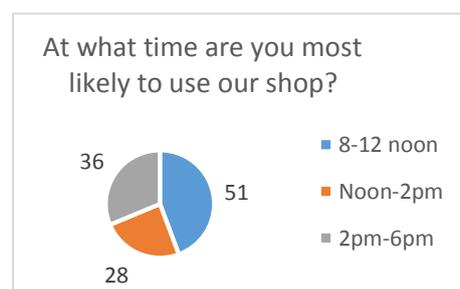
What is your overall impression of our current shop?

	Very good	Good	Fair	Poor	Total	% good or very good
Customer service	39	17	3	0	59	95%
Range of prod / services	21	28	8	0	57	86%
Value for money	13	24	18	2	57	65%
Layout	16	29	12	1	58	78%
Friendliness	36	20	2	0	58	97%
Convenience	42	11	4	0	57	93%
Comms/understanding customers	29	24	2	0	55	96%
Overall satisfaction - scoring good or very good across all questions - 87%						



What other items would you like our shop to offer?

- | | |
|---|---|
| <ul style="list-style-type: none"> • more fresh fruit and veg (x6) • fresh bread (x3) pastries (x3) doughnuts • more variety on cakes, fresh cakes • frozen pasties, croissants, pain au choc, • fresh or frozen fish, more local meat variety • fresh fruit drinks, eg tropicana, something for vegans/vegetarians • more local produce - meat from local farmers, beer from local brewery, • gluten free products • healthy ready meals and kids snacks • organic options | <ul style="list-style-type: none"> • low fat dairy, eg plain yoghurt • higher end foods - cheeses, pastries, dressings, luxury chocs, deli counter, continental pastas etc. • lavazza ground coffee, owens, nespresso compatible, pukka tea, • different brands of cat and dog food • Nov/Dec - Christmas cake ingredients, almond paste. Jan - Seville oranges • veg box to order • roasted mixed nuts • prices more clearly displayed |
|---|---|



The AGVSA and our Shopkeeper Kathleen are already using this information to develop what our shop offers. We hope to do more surveys as we continue to learn how we can best meet our community's needs.