



*Winner of
Somerset Best Village Shop
Award 2018*

Community Survey

Your views matter!

Spaxton Community Stores has now been open for 4 years and the Post Office opened on February 15 2016. **Whether you currently use the shop or not**, it would be helpful if you could take a few minutes to answer the questions below. All your comments are anonymous so please feel free to give your honest views which we can then use to improve our service to our customers and to the village. Please return your completed form to the shop, in the box provided on the shop veranda during opening hours or by post – by July 8th.

Just to remind you, this is your Shop, run by volunteers to provide a service to the village and local area. Profits are being used to ensure the sustainability of the Shop and Post Office, reduce prices, and to fund projects which benefit the community.

Please tick where appropriate

1. Do you use the shop? Regularly Occasionally Never

Do you use the Post Office? Regularly Occasionally Never

If you have answered 'Never' to both, please go to question 10 as you views are very important to us.

2. If you use the shop regularly, how often?

Daily 3+ times a week Weekly Fortnightly

3. If you use the Post Office regularly, how often?

Daily 3+ times a week Weekly Fortnightly

4. Which features of Spaxton Community Stores are most important to you?

1 = not necessary, 5 = essential.



	1	2	3	4	5
Friendly, welcoming staff					
Products from local suppliers					
Reasonable pricing					
Sustainable / organic products					
Gluten-free range					
Supporting a local community venture					
Volunteering opportunity					
Work experience for young people					
Opening times & days					
Reduced need to travel					

Free parking					
Comment:					

5. Which services are most important to you? 1 = not necessary, 5 = essential.



	1	2	3	4	5
Providing local information					
Ordering facility					
Prescription service					
Tickets for local events					
Hot drinks					
Veranda seating area					
Local charitable donations					

6. What other services would you like the shop to provide (given our limited space) ?

Comments:

7. Is there anything we do not currently stock which you would like to buy regularly ?

Comments:

8. How do you find?

A) Pricing - please circle: High, expensive / Low / About right

Anything you consider over-priced?

Anything you consider particularly good value?

B) Customer Service? Very good / satisfactory / unsatisfactory

Comments:

9. Do you use the Post Office for:

Personal Banking:	Deposit	<input type="checkbox"/>	Withdrawal	<input type="checkbox"/>
Business Banking:	Deposit	<input type="checkbox"/>	Withdrawal	<input type="checkbox"/>
Royal Mail	Posting Letters	<input type="checkbox"/>	Buying stamps	<input type="checkbox"/>
Parcels	Sending	<input type="checkbox"/>	Collecting	<input type="checkbox"/>
Travel money		<input type="checkbox"/>		

10. If you answered NO to Q 1, please tell us why you do not use the shop or Post Office.

I only ever shop in town, at preferred Supermarket	
I shop during my working day, wherever I am	
I imagine or know that prices would be too high for me	
I shop online with delivery	
I cannot buy the brands I want	
I cannot buy the products I want	
I rarely need to use a Post Office	
I use a Post Office in town or near where I work	

What could we do to encourage you to use the shop?

Comments:

11. Tell us one thing we do really well and should keep on doing?

Comments:

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Personal information below will be removed before the questionnaire responses are collated.

I am interested in learning more about becoming a shop volunteer.

Name

Tel

or Email:

And one thing we really need to improve on?

Comments:

11. Where do you live?

- In the village 1 – 2 miles away 2 - 3 miles away
3 - 4 miles away 4 – 5 miles away Visitor

Please use the space below to make any further comments.

Further copies are available from the shop or from the website as a PDF for printing at home.

spaxtonstores.com

Please return your completed form to the shop. During opening hours a 'post box' will be available on the shop veranda, or you may return by post to: Spaxton Community Stores, High Street, Spaxton, BRIDGWATER, TA5 1BS **Tel. 01278 671487**

Shop Open : MON - FRI : 8am to 7pm SAT : 8.30am to 12.30pm SUN : 9am to 12 noon

Post Office : MON - FRI : 9am to 12 noon & 1pm to 4pm SAT : 9am to 12 noon

We would like to thank you for taking the time to complete this questionnaire. Please add your name and contact details here to be included in our Prize Draw for Vouchers worth £ 20 to spend in the Community Store.

Name

Tel

or Email