

Serving the best customers in the world.

Our philosophy at the Exchange is simple – We want to be your first choice for shopping! The results of this survey will let us know how we are doing and what we need to improve.

Please read the Agency Disclosure Notice and Instructions that follow before completing this survey. While completing, please do not include any Personally Identifiable Information (PII) within your responses.

Army & Air Force Exchange Service

Exchange Retail Sales Transaction Data Customer Satisfactory Survey

(Please read before completing survey.)

OMB NO. 0702-0130 OMB approval expires DEC 31, 2018

AGENCY DISCLSOURE NOTICE

The public reporting burden for this collection of information, **0702-0130**, is estimated to average **15 minutes** per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

INSTRUCTIONS

- 1. Think about your last shopping experience at an Exchange facility when answering the questions on the survey.
- 2. Questions are optional.
- 3. To complete the survey, press the done button.



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								67%		
								•		
Think experi	_	our mo	st recer	nt visit to	the Exc	hange	and rat	e your	shopping	1
						· ·				
* 1. Did	we gree	t you?								
O Ye	S									
O No	1									
O NA	Λ.									
Please	share with	h us any	additiona	comments	s or sugge	estions.				
Please	do not inc	lude any	Persona	lly Identifia	ble Inform	nation (P	II).			
* 2. Hov	v friendl	y were	our ass	ociates?						
Not				Somewhat					Extremely	
friendly	/			friendly					friendly	
(1)	2	3	4	(5)	6	7	8	9	(10)	N/A
		\bigcirc			\bigcirc					

Please share with us any additional comments or suggestions.

Please do not include any Personally Identifiable Information (PII).

		-10							
3. How clean	was the	store?							
Not at all clean			Somewhat				E	Extremely clean	
(1) 2	3	4	clean (5)	6	7	8	9	(10)	N/A
					\bigcirc	0	0		
Please share wi	_).			
Trodos do nocim		- Clouria	y raemanaen						
4. How well o	rganized	was th	e store?						
Not			Somewhat					Very	
organized			organized		_	_		organized	
at all (1) 2	3	4	(5)	6	7	8	9	(10)	N/A
				0				\bigcirc	
Please share wire Please do not in).			
5 How door									
5. How clean	were our	restro	oms?						
Not at all								Very	
clean			Moderately					clean	
(1) 2	3	4	clean (5)	6	7	8	9	(10)	N/A
Please share wi	th us any a	dditiona	l comments o	or sugges	stions.				

Please do not include any Personally Identifiable Information (PII).

Please share with us any additional comments or suggestions. Please do not include any Personally Identifiable Information (PII). 7. How knowledgeable were our associates in helping you with your purchase? Not Somewhat Extremely knowledgeable knowledgeable knowledgeable (1) 2 3 4 (5) 6 7 8 9 (10) N Please share with us any additional comments or suggestions. Please do not include any Personally Identifiable Information (PII). 8. How well did the quality of our merchandise meet your expectations for the price? Did not meet Somewhat Met quality met Quality											
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Please do not include any Personally Identifiable Information (PII). 8. How well did the quality of our merchandise meet your expectations for the price? Did not meet Somewhat Met quality met quality			0 0						\supset		
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Did not see the Somewhat see the quality see the see t		well did	the qu	ality of	our mercl	nandise	meet y	our ex	pectation	ons for t	he
meet Somewhat Met quality met quality	price?										
(1) 2 3 4 quality (5) 6 7 8 9 (10) N/A	meet										
	(1)	2	3	4	quality (5)	6	7	8	9	(10)	N/A
		\bigcirc	\bigcirc	\bigcirc			\bigcirc		\bigcirc		

Please share with us any additional comments or suggestions. Please do not include any Personally Identifiable Information (PII).

9. How (often d	oes you	ır Excha	ange hav	e what	you ne	ed?			
Never		-		Sometimes		-			Always	
(1)	2	3	4	(5)	6	7	8	9	(10)	N/A
Please sh	are with	us anv a	dditional	comments	or sugge	estions.				
		-		y Identifiab			II).			
10. If yo	u were	not abl	e to find	d what yo	ou need	led/war	ited at	your Ex	kchange,	were
you able	to fin	d it on s	hopmy	exchang	e.com?					
Yes			No			Did not g	o to	(N	Α	
						hopmye	xchange			
						om				
Please sh	are with	us any a	dditional	comments						
				comments	or sugge	estions.	II)			
				comments y Identifiab	or sugge	estions.	II).			
					or sugge	estions.	II).			
					or sugge	estions.	II).			
					or sugge	estions.	II).			
Please do	not incl	ude any l	Personall	y Identifiab	or sugge	estions.	II).			
Please do	not incl	ude any l	Personall	y Identifiab	or sugge	estions.	II).			
Please do 11. Your Poor	not incl	ime dur	ersonall	y Identifiab ck-out Average	or sugge	estions. nation (P			Excellent	
Please do	not incl	ude any l	Personall	y Identifiab	or sugge	estions.	II). 8	9	Excellent (10)	N/A
Please do 11. Your Poor	not incl	ime dur	ersonall	y Identifiab ck-out Average	or sugge	estions. nation (P		9		N/A
Please do	wait t	ime dur	ing che	y Identifiab ck-out Average	or suggile Inform	estions. nation (Pl		9		N/A
Please do 11. Your Poor (1) Please sh	wait to	ime dur	ing che	ck-out Average (5)	or suggedle Inform	restions. 7 cestions.	8	9		N/A
Please do 11. Your Poor (1) Please sh	wait to	ime dur	ing che	ck-out Average (5) comments	or suggedle Inform	restions. 7 cestions.	8	9		N/A
Please do 11. Your Poor (1) Please sh	wait to	ime dur	ing che	ck-out Average (5) comments	or suggedle Inform	restions. 7 cestions.	8	9		N/A

	12.	Did our cas	hier tha	ink you	for shop	ping?					
		Yes									
		No									
		NA									
*	Plea	se share with se do not incl How often of Daily Weekly	ude any F	Personall	ly Identifiabl	e Informa					
		-									
	14.	Monthly Other (please			your Exc	hange	again?				
*				V						Very	
*	N	O.								likely	
•	like	ely			Somewhat	•	_	•	•	-	N 1/A
•		ely	3	4	Somewhat likely (5)	6	7	8	9	(10)	N/A
•	like	ely	3	4		6	7	8	9	-	N/A

* 15. How satisfied were you with your overall shopping experience?

Very				Somewhat					Very	
dissatisfied (1)	2	3	4	satisfied (5)	6	7	8	9	Satisfied (10)	N/A
				(0)					(10)	
Please share	with us	any ado	ditional co	omments or	sugges	tions.				
Please do no	ot includ	e any Pe	ersonally	Identifiable	Informa	tion (PII).				
16. How re	spons	ive hav	e we b	een to ans	wering	g your (questic	ons, co	ncerns o	r
issues?										
Non			5	Somewhat					Very	
responsive			r	esponsive				I	responsive	
(1)	2	3	4	(5)	6	7	8	9	(10)	N/A
					Q					
				$\mathcal{S}_{\mathcal{A}}$						
Please share		-								
Please do no	ot includ	e any Pe	ersonally	Identifiable	Informa	tion (PII).				
				'						
		-								
17. Did ou	r cashi	er ask	if you v	vanted to	use yo	ur Milit	ary Sta	ar card	?	
Yes										
O No										
○ N/A										
Please share	e with us	any add	ditional co	omments or	sugges	tions				
i ioacc ciiai c		dily da			00	uons.				
Please do no										

18. We welcome any other comments and suggestions. Please give us your thoughts on possible service improvements, merchandise selection, or simply tell

us about a great recent experience you have had at this Exchange. Please do not include any Personal Identifiable Information (PII). Prev Next



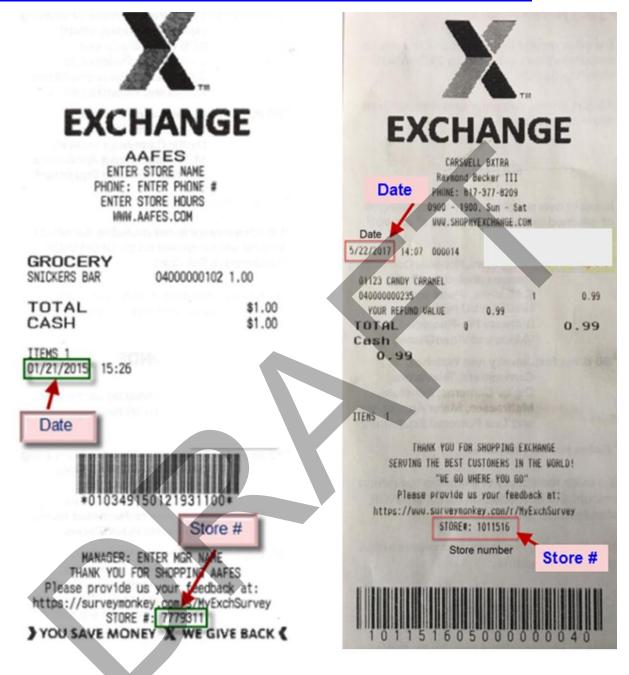
Fy	change Customer Satisfaction Survey
	terialize dustomer datisfaction du voy
	100%
The next questions	are optional. Your answers will help us help you
19. Please enter you	r 5 or 9 digit zip code
20. Please select ger	ider:
Female	
Male	
21. Your age range:	
18 - 24	
25 - 34	
35 - 44	
45 - 64	
65+	
22. Household size in	ncluding yourself:

- <u>2</u>
- **4+**

23. Your branch of service

- Army
- Air Force
- Navy
- Marine
- Other (please specify)

Your receipt may look like one of the following:



24. Please enter the date from your receipt.

Date

MM/DD/YYYY 📋

25. THIS QUESTION IS NO LONGER USE	D
26. Please enter the 7 digit store number receipt example.	from your receipt as shown above in the
27. Select the Exchange you recently vis	ited from the drop down list
Prev	Done