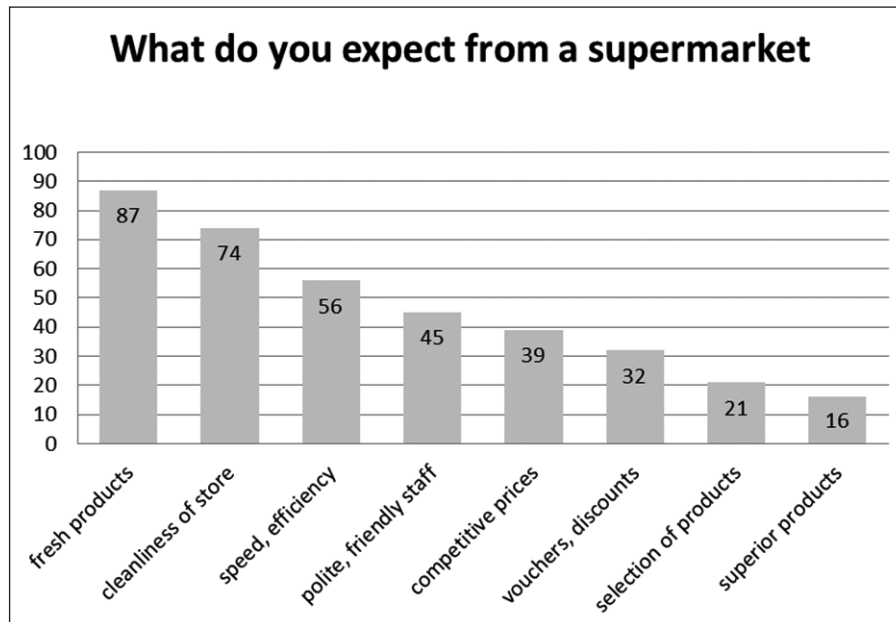


You work in the customer service department of the Austrian branch of *Al Fresco's*, an international supermarket chain. Customers have repeatedly complained about various aspects of the store. Your department decided to carry out a customer survey, about what customers want from a supermarket.



You have been asked to write a report on the results of the survey for the company's headquarters in Great Britain.

In your **report** you should:

- explain the reasons for current problems
- summarise the results of the survey
- suggest measures to increase customer satisfaction

Divide your report into **sections** and give them **headings**. Write around **250 words**.

Notes (these will not be marked)

Übertragen Sie diese Formatvorlage auf Ihren Schreibbogen

Report

Date:

From:

To:

Subject:

Starting time:

Finishing time:

Number of words: