

**Your Identity will be kept a secret**

**A. Use of a supermarket**

1. How often do you visit a supermarket in a month ?

☐ Once

☐ Twice

☐ Thrice

☐ four times

Others Specify

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2. How often do you visit the market in peak hours?

☐ Quite often

☐ Very often

☐ Once in a while

☐ Never

3. How do you rate the services of the supermarket?

	Low	Average	High
Normal hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Peak hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. How long does it take to process your order when you visit the supermarket?

☐ 1 minute

☐ less than 3 minutes

☐ less than 5minutes

☐ Others

5. During with months of the year do you visit the supermarket frequently

1. \_\_\_\_\_ 2. \_\_\_\_\_

**B. The labour in the supermarket.**

1. Do you think the number of workers available influences the quality of service you receive

☐ Not at all

☐ To a small extent

☐ To a big extent

☐ Yes, a lot

2. How long does it take to get someone to attend to you during peak hours

☐ 1 minute

☐ less than 3 minutes

☐ less than 5minutes

☐ Others

3. Which department of the supermarket is lacking in terms of service received? (eg. Receptionist, cashier, security etc)

\_\_\_\_\_

4. Do you have any suggestion on labour improvement in the supermarket?

If yes, specify

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