

## MEGAMART EXPRESS – CUSTOMER FEEDBACK COMPILATION

Data Collection Period: January 2023 – June 2024

Sources: Google Reviews, Yelp, Facebook, In-Store Surveys, Email Feedback

Total Reviews: 247

### ===== STORE 001 – DOWNTOWN SPRINGFIELD =====

★★☆☆ (2/5) – Sarah M., January 2024

"Used to love this place but quality has gone downhill. Staff seems overwhelmed and checkout takes forever. Prices are higher than competitors but selection is worse. The produce section looks neglected and I found expired items on shelves twice last month."

★★☆☆ (3/5) – Mike R., February 2024

"Convenient location for downtown workers but the experience has definitely declined. Long lines, understaffed, and the store feels cramped. They need more cashiers during lunch rush. Parking is still decent though."

★★☆☆ (2/5) – Jennifer L., March 2024

"This store has really gone downhill. The staff turnover seems high – always new faces who don't know where anything is. Shelves are often empty, especially in the evening. I've started shopping elsewhere."

★★★★ (4/5) – David K., April 2024

"Still my go-to for quick lunch items. Yes, it's not as good as it used to be, but the location is unbeatable. Staff is friendly when you can find them. Wish they'd bring back the deli counter."

★★☆☆ (2/5) – Amanda T., May 2024

"Disappointed with recent changes. Store feels dirty, prices have increased significantly, and customer service is lacking. The new self-checkout system is frustrating and often broken. Management needs to step up."

★★☆☆ (3/5) – Robert P., June 2024

"Mixed experience. Some departments are well-stocked, others are bare. The frozen food section has improved but fresh produce is hit or miss. Staff seems stressed and overworked."

### ===== STORE 002 – MALL SPRINGFIELD =====

★★☆☆ (3/5) – Lisa W., January 2024

"Great location in the mall but inventory is always low. Asked for help finding items but staff didn't know the store layout. Switching to Target in the same mall – they have better selection and prices."

★★☆☆ (2/5) – Carlos M., February 2024

"This location is struggling. Half the shelves are empty, long waits

at checkout, and the staff seems undertrained. For a mall location, it should be much better maintained and stocked."

★★★★☆ (4/5) – Emma J., March 2024

"Not bad for quick shopping while at the mall. Limited selection compared to standalone stores but decent for basics. Staff is young but trying their best. Could use more variety in snacks and beverages."

★★☆☆☆ (2/5) – Thomas H., April 2024

"Extremely disappointed. Came here three times last month and each time they were out of basic items. The store feels neglected compared to other retailers in the mall. Management needs to address these issues."

★★☆☆☆ (3/5) – Nicole S., May 2024

"Convenient for mall shoppers but clearly understaffed. One person running the entire store during busy hours. Prices are reasonable but selection is limited. Could be much better with proper management."

★★☆☆☆ (3/5) – Kevin D., June 2024

"Average experience. Good for emergency shopping while at the mall but wouldn't make a special trip. Staff is helpful when available. Store layout is confusing and needs better signage."

===== STORE 003 – SUBURBAN RIVERSIDE =====

★★★★☆ (4/5) – Maria G., January 2024

"Family-friendly store with good parking. Staff knows the regular customers which is nice. Prices are competitive and they often have good sales. My main complaint is the produce quality – inconsistent freshness."

★★☆☆☆ (3/5) – James L., February 2024

"Decent suburban location but has declined over the past year. Used to be well-stocked and organized, now it feels chaotic. Staff is friendly but clearly overwhelmed. Need more investment in this location."

★★★★☆ (4/5) – Patricia R., March 2024

"Good neighborhood store. Kids love the small toy section. Staff is generally helpful and checkout is usually quick. Would like to see more organic options and better produce selection."

★★☆☆☆ (2/5) – Brian K., April 2024

"This store has really gone downhill. Empty shelves, long lines, and indifferent staff. The bathroom was out of order for two weeks. For a suburban location, it should be much better maintained."

★★☆☆☆ (3/5) – Susan M., May 2024

"Still shop here for convenience but quality has declined. Staff

turnover seems high – always training new people. Prices have increased but service has decreased. Hope they can turn things around."

★★★★☆ (4/5) – Mark T., June 2024

"Better than some other locations I've visited. Good selection of household items and reasonable prices. Staff is friendly and the store is generally clean. Could use more variety in fresh foods."

===== STORE 004 – STRIP MALL OAKVILLE =====

★★★☆☆ (2/5) – Rachel P., January 2024

"Small store with limited selection. Staff is nice but they're clearly understaffed. Prices are higher than nearby competitors. The store feels cramped and outdated. Needs renovation and better inventory."

★★★☆☆ (3/5) – Daniel W., February 2024

"Convenient for quick trips but don't expect much. Limited selection, higher prices, and often out of basic items. Staff does their best with what they have. Location is the main advantage."

★★★☆☆ (2/5) – Michelle L., March 2024

"This location needs serious attention. Shelves are often empty, prices are too high for what you get, and the store feels neglected. Staff is overworked and can't keep up with demand."

★★★★☆ (4/5) – Gary S., April 2024

"Good little neighborhood store. Yes, it's small and selection is limited, but staff is friendly and it's perfect for quick errands. Prices are reasonable for the convenience factor."

★★★☆☆ (2/5) – Laura H., May 2024

"Disappointing experience. Store is poorly organized, staff seems undertrained, and prices have increased significantly. The location is convenient but that's about the only positive."

★★★☆☆ (3/5) – Alex M., June 2024

"Average small store. Good for emergency shopping but limited selection. Staff is helpful when available. Could use better organization and more competitive pricing."

===== STORE 005 – DOWNTOWN METRO CITY =====

★★★☆☆ (3/5) – Christine B., January 2024

"Busy downtown location with decent selection. Staff is professional but clearly stressed. Long lines during lunch hours. Prices are fair but not exceptional. Could use more checkout lanes."

★★★★☆ (4/5) – Steven J., February 2024

"Good downtown option for office workers. Wide selection and

reasonable prices. Staff is knowledgeable and helpful. Main issue is crowding during peak hours. Self-checkout helps but more cashiers needed."

★★☆☆ (2/5) – Karen F., March 2024

"This location is always chaotic. Long lines, stressed staff, and limited parking. Quality has declined over the past year. For a flagship downtown location, it should be much better managed."

★★★★ (4/5) – Paul D., April 2024

"Solid downtown store with good variety. Staff is professional and checkout is usually efficient. Prices are competitive for downtown. Would like to see more grab-and-go options for office workers."

★★☆☆ (3/5) – Monica R., May 2024

"Convenient location but getting crowded and chaotic. Staff does their best but clearly overwhelmed during peak times. Store layout needs improvement for better traffic flow."

★★★★ (4/5) – Jason L., June 2024

"Best MegaMart location I've visited. Good selection, knowledgeable staff, and reasonable prices. Can get busy but that's expected downtown. Would recommend for office workers."

===== STORE 006 – SUBURBAN WESTFIELD =====

★★☆☆ (2/5) – Betty N., January 2024

"This store has declined dramatically. Used to be the best location in the area, now it's struggling. Empty shelves, long waits, and staff seems demoralized. Very disappointed with the changes."

★★☆☆ (3/5) – Ryan C., February 2024

"Decent location but has seen better days. Staff is friendly but clearly understaffed. Prices are reasonable but selection has decreased. Hope they can invest in improvements."

★★☆☆ (2/5) – Helen M., March 2024

"Very disappointed with this location. Used to be my favorite store but quality has plummeted. Staff turnover is high, shelves are often empty, and the store feels neglected."

★★★★ (4/5) – Craig R., April 2024

"Still a good suburban option despite recent challenges. Staff is helpful and prices are competitive. Store could use some updates but meets basic needs. Good parking and convenient location."

★★☆☆ (2/5) – Diana L., May 2024

"This location needs serious help. Poor inventory management, understaffed, and declining service quality. For a suburban store, it should be much better maintained and organized."

★★★☆☆ (3/5) – Todd S., June 2024

"Average suburban store. Good for basic shopping but nothing special. Staff is generally helpful but selection has decreased. Could use more investment and better management."

===== STORE 007 – MALL METRO CITY =====

★★★☆☆ (4/5) – Stephanie K., January 2024

"Good mall location with decent selection. Staff is young but enthusiastic. Prices are reasonable and store is generally well-maintained. Perfect for mall shoppers who need basics."

★★★☆☆ (3/5) – Frank D., February 2024

"Solid mall store with good variety. Staff is helpful and checkout is usually quick. Main complaint is limited fresh food options. Good for packaged goods and household items."

★★★☆☆ (4/5) – Andrea M., March 2024

"Best mall location I've seen. Good selection, fair prices, and helpful staff. Store is clean and well-organized. Would definitely shop here again when visiting the mall."

★★★☆☆ (3/5) – Victor H., April 2024

"Decent mall store but could be better. Staff is friendly but sometimes hard to find. Prices are competitive but selection is limited compared to standalone stores."

★★★☆☆ (4/5) – Samantha P., May 2024

"Good mall location with helpful staff. Prices are reasonable and selection is adequate for mall shopping. Store is clean and checkout is efficient. Would recommend for convenience."

★★★☆☆ (4/5) – Richard T., June 2024

"Excellent mall location. Good variety, helpful staff, and competitive prices. Store is well-maintained and organized. Perfect for shoppers who need basics while at the mall."

===== STORE 008 – STRIP MALL RIVERSIDE =====

★★☆☆☆ (2/5) – Melissa A., January 2024

"This location is struggling badly. Very limited selection, high prices, and staff seems overwhelmed. Store feels cramped and outdated. Needs major improvements to remain competitive."

★★★☆☆ (3/5) – George W., February 2024

"Small store with limited options but convenient location. Staff is friendly but clearly understaffed. Prices are higher than competitors but acceptable for convenience."

★★☆☆ (2/5) – Nancy B., March 2024

"Disappointing experience. Store is poorly stocked, staff seems undertrained, and prices are too high for what you get. The location is convenient but that's about all."

★★☆☆ (3/5) – Eric J., April 2024

"Basic small store that meets minimal needs. Staff is helpful but selection is very limited. Prices are reasonable for the convenience factor. Could use expansion or better inventory."

★★☆☆ (2/5) – Denise C., May 2024

"This location needs serious attention. Empty shelves, high prices, and poor customer service. For a neighborhood store, it should be much better maintained and stocked."

★★☆☆ (3/5) – Matthew G., June 2024

"Average small store. Good for emergency shopping but limited selection. Staff is generally helpful. Could use better organization and more competitive pricing."

===== STORE 009 – DOWNTOWN OAKVILLE =====

★★☆☆ (3/5) – Rebecca L., January 2024

"Good downtown location with decent selection. Staff is professional but sometimes rushed. Prices are fair and store is generally clean. Could use more variety in fresh foods."

★★★★ (4/5) – William K., February 2024

"Solid downtown store with good customer service. Staff is knowledgeable and helpful. Prices are competitive and selection is adequate. Would shop here again."

★★☆☆ (2/5) – Carol F., March 2024

"This location has declined over the past year. Staff turnover seems high, shelves are often empty, and service has deteriorated. For a downtown location, it should be much better."

★★☆☆ (4/5) – Anthony R., April 2024

"Good downtown option with helpful staff. Prices are reasonable and selection is adequate for quick shopping. Store is clean and checkout is usually efficient."

★★☆☆ (3/5) – Linda M., May 2024

"Decent downtown store but could be better. Staff is friendly but sometimes hard to find. Prices are competitive but selection has decreased recently."

★★☆☆ (4/5) – Charles S., June 2024

"Good downtown location with knowledgeable staff. Prices are fair and selection is decent. Store is well-maintained and convenient for

downtown workers."

===== STORE 010 - SUBURBAN SPRINGFIELD =====

★★★☆☆ (3/5) - Dorothy H., January 2024

"Decent suburban location but has seen better days. Staff is friendly but clearly overwhelmed. Prices are reasonable but selection has decreased. Hope they can improve."

★★★★☆ (4/5) - Joseph M., February 2024

"Good neighborhood store with helpful staff. Prices are competitive and selection is adequate. Store is clean and parking is convenient. Would recommend for basic shopping."

★★☆☆☆ (2/5) - Margaret W., March 2024

"This location needs improvement. Staff turnover is high, shelves are often empty, and service quality has declined. For a suburban store, it should be much better maintained."

★★★★☆ (4/5) - Kenneth D., April 2024

"Solid suburban store with good customer service. Staff is knowledgeable and prices are reasonable. Store is well-organized and checkout is efficient."

★★★☆☆ (3/5) - Barbara J., May 2024

"Average suburban store. Good for basic shopping but nothing exceptional. Staff is generally helpful but selection could be better. Convenient location and parking."

★★★★☆ (4/5) - Timothy P., June 2024

"Good suburban location with friendly staff. Prices are competitive and selection is adequate. Store is clean and well-maintained. Would shop here regularly."

===== COMMON THEMES ACROSS ALL STORES =====

POSITIVE FEEDBACK:

- Convenient locations
- Generally friendly staff when available
- Competitive pricing on basic items
- Good parking at suburban locations
- Clean stores (most locations)

NEGATIVE FEEDBACK:

- Staff turnover and understaffing issues
- Empty shelves and poor inventory management
- Declining service quality over past 12 months
- Limited selection compared to competitors
- Long checkout lines during peak hours
- Outdated store layouts and equipment

- Inconsistent product availability
- Higher prices on some items vs. competitors

#### RECURRING COMPLAINTS:

- "Used to be better" - decline in quality
- Staff seems overwhelmed and undertrained
- Empty shelves, especially evenings
- Self-checkout systems frequently broken
- Produce quality inconsistent
- Store feels neglected or chaotic
- Higher prices without corresponding value

#### SUGGESTIONS FROM CUSTOMERS:

- More staff during peak hours
- Better inventory management
- Improved store layouts
- More checkout lanes
- Better training for staff
- Renovations for older locations
- More variety in fresh foods
- Competitive pricing adjustments

#### STAFF-RELATED FEEDBACK:

- High turnover creating knowledge gaps
- Existing staff working harder but overwhelmed
- New employees need better training
- Customers appreciate helpful staff when available
- Staff seems stressed and overworked
- Good intentions but lacking support from management

#### OPERATIONAL ISSUES:

- Inconsistent store hours
- Equipment breakdowns (self-checkout, refrigeration)
- Poor signage and store navigation
- Limited fresh food options
- Inventory shortages during peak times
- Cleaning and maintenance issues at some locations