Wheels customer survey

We are planning to expand our business to enable you to hire a range of sports items as well as bikes, and we would very much value your views on the best way to do this.

Please spare a few minutes to answer the questions below and return the form to Annie in reception.

Please answer questions 1 and 2 by ticking one of the boxes:

1. Roughly how many times have you hired a bike from us in the past year?

   no hire ☐ once only ☐ 2–5 times ☐ 6–10 times ☐ more than 10 times ☐

2. In the boxes below please tick the items you would be interested in hiring from us

   skateboard ☐
   surfboard ☐
   golf clubs ☐
   tennis racket ☐
   squash racket ☐
   badminton racket ☐

3. For each of the statements (a)–(c) below, circle the number that is closest to your own view. 1 means that you strongly agree with the statement, and 5 means that you strongly disagree.

		strongly agree			strongly disagree
a	I would like to be able to hire a wider range of items	1	2	3	4	5
b	I would like to hire sports items	1	2	3	4	5
c	I would like to hire sports items for my family	1	2	3	4	5

4.

Are there any other items that you would like to hire from Wheels? YES/NO	If yes, please give details:
Any other comments:	

If you would like more information about our bikes please give your details:

Your name: _____

Your address: _____

_____

Thank you for completing this questionnaire.

Figure E.2 The Wheels customer survey