



# CUSTOMER EXPERIENCE

## QUESTIONNAIRE

🕒 5 min

**Circuit Laundry** is launching a customer experience investigation. Providing laundry services for many accommodations across the country, we want to make sure you only have the **best experience!** If you are using our machines, card or mobile application, please help us improve our systems by carefully answering the following questions, it shouldn't take more than 5 minutes of your time. **Anonymity** for all respondents and **confidentiality** of data which might identify any individuals are assured. When filled out, questionnaires should be placed in the box labeled « completed ».

### GENERAL INFORMATION

1. Name and location of your accommodation:

2. Age: \_\_\_\_\_ 3. Situation: ☐ Student ☐ Worker ☐ Other: \_\_\_\_\_

4. How long have you been using our laundry systems?

- ☐ Less than 1 year  
☐ 1 to 3 years  
☐ Over 3 years

5. How often do you use our laundry systems?

- ☐ Almost never  
☐ Once a month  
☐ Once a week  
☐ More than once a week

6. How many items do you usually wash/dry?

- ☐ Less than 20 items  
☐ 20 to 30 items  
☐ 30 to 50 items  
☐ As much as possible

7. Which program(s) do you usually select?

- ☐ Eco  
☐ Superwash  
☐ Superwash Plus

8. What payment system(s) do you use?

- ☐ Mobile app  
☐ Circuit Card

9. If using the mobile app, what platform do you use?

- ☐ Android  
☐ iOS

10. What time of the day do you usually do your laundry?

- ☐ Morning  
☐ Afternoon  
☐ Evening  
☐ Irregular time of day

### LAUNDRY EXPERIENCE

11. On the following scale: **Very satisfied**, **Satisfied**, **Neutral**, **Dissatisfied**, **Very dissatisfied**, how would you rate your satisfaction about the following aspects?

11.1. Overall laundry experience with Circuit Laundry

11.2. Washing quality

11.3. Drying quality

11.4. Drum capacity

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied
11.1. Overall laundry experience with Circuit Laundry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.2. Washing quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.3. Drying quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.4. Drum capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>






## LAUNDRY EXPERIENCE (CONTINUED)

11.5. Diversity and efficiency of the available programs

11.6. Length of the programs

11.7. Comfort while waiting in the Circuit Laundry area

11.8. Quantity of machines and availability

					
11.5. Diversity and efficiency of the available programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.6. Length of the programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.7. Comfort while waiting in the Circuit Laundry area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.8. Quantity of machines and availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

12. If dissatisfied with any of these aspects, can you please briefly describe the issue and suggest what could be improved?

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## SYSTEMS EXPERIENCE

13. On the following scale: **Strongly agree**, **Agree**, **Neutral**, **Disagree**, **Strongly disagree**, Not Applicable, to what extent do you agree or disagree with the following statements?

						
13.1. Setting up an <u>Curcuit</u> account was easy and functional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.2. Obtaining a Circuit card was fast and simple.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.3. The Circuit mobile app is compatible with my smartphone and the installation raised no issue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.4. When using the card, adding credit to my account was easy and functional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.5. When using the mobile app, adding credit to my account was easy and functional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.6. When using the card, starting a machine is easy and functional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.7. When using the mobile app, starting a machine is easy and functional.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.8. When using the mobile app, scanning a machine's QR code is functional and practical.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.9. When using the mobile app, the displayed duration times are accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.10. The mobile app is intuitive and ergonomic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.11. Circuit Laundry is a modern and efficient laundry service.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

14. If you disagree with any of these statements, can you please briefly explain why and suggest what could be improved?

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Thank you for your time!

**CIRCUIT LAUNDRY**