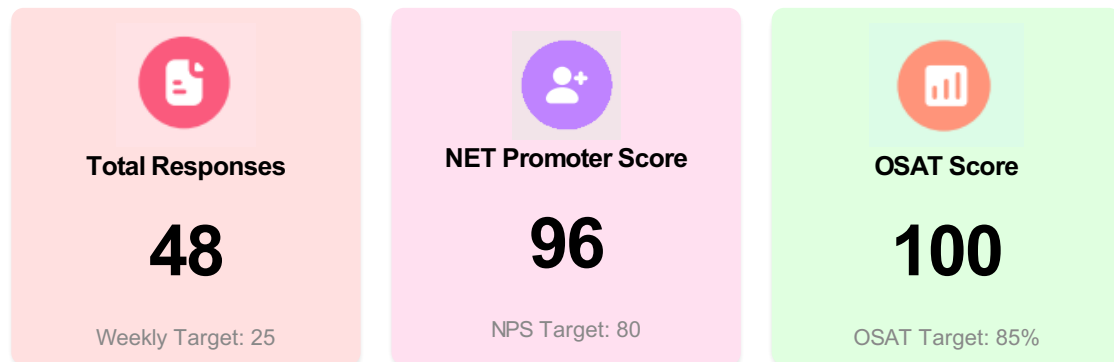




Week 18
from 02 to 08 June 2024

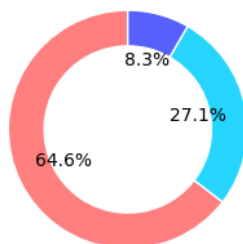
Summary

Weekly Summary



Customer Gender

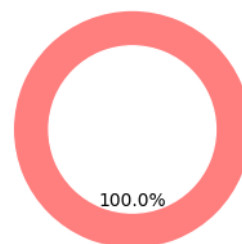
- 31 Male
- 13 Female
- 4 Prefer not to say



Unveiling Gender Distribution

Customer Experience

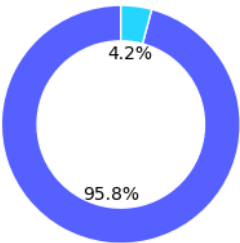
- 48 Happy
- 0 Normal
- 0 Sad



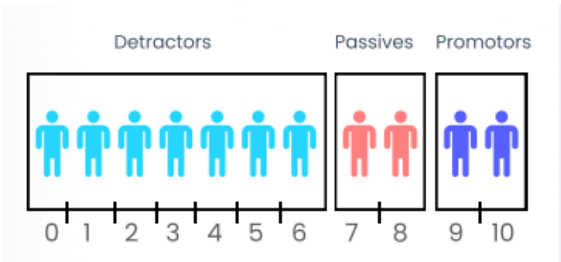
Tracking Customer Satisfaction Levels

Customer Rating (NPS)

- 0 Detractors
- 2 Passive
- 46 Promoter



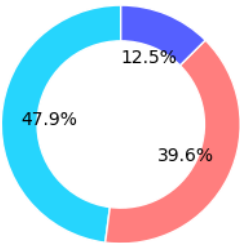
NPS Pie: Customer Sentiment in a Slice



NET Promoter Score=%Promoters - %Detractors

Customer Visit Frequency

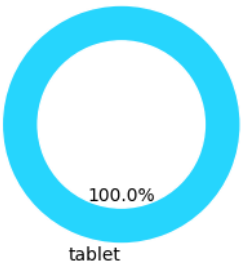
- 19 Occasionally
- 23 Monthly
- 6 Weekly



Exploring Customer Visits

Device Category

- 0% Mobile
- 100% Tablet
- 0% Desktop



Device Usage Insights

Submitted Date	Submitted Time	Share your Feedback
04/06/2024	15:38	Good service
04/06/2024	16:28	Very nice hospitality and informed staff such as Mr, Jim.
06/06/2024	15:57	John is good
06/06/2024	17:05	John was amazing friendly and passion with us choosing and finding the right skating for my daughter and so helpful
07/06/2024	10:24	Jim has helped us a lot with very kind attitude
07/06/2024	11:28	John is highly recommended
07/06/2024	12:13	Shymah have the best customer service ☺
07/06/2024	14:01	Jim was very attentive and helped us A WHOLE LOT!
07/06/2024	16:04	Laila help me patiently thank you
08/06/2024	7:57	John is amazing