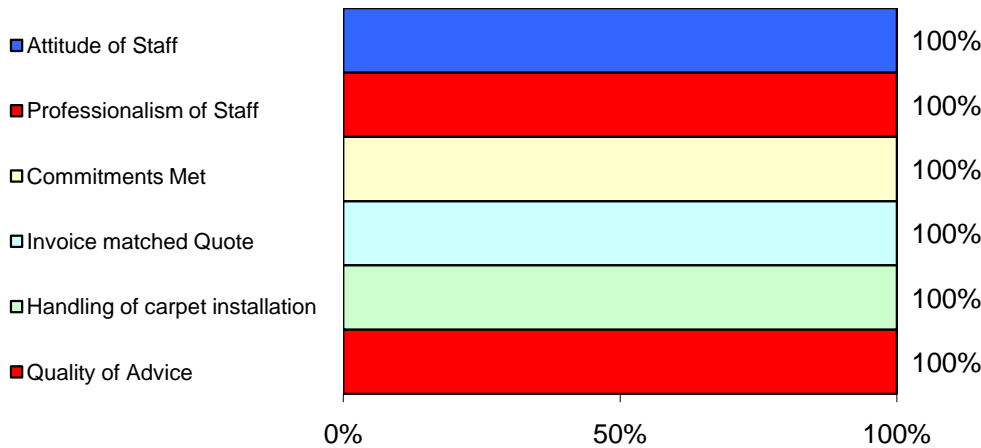


CUSTOMER SATISFACTION

(Based on the views of 13 actual customers to this store on the service they received)

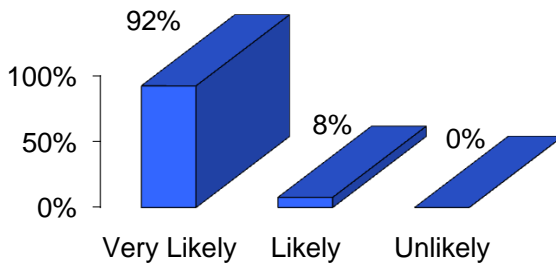
Broadway Carpets & Curtains Ltd

How was the PURCHASE EXPERIENCE RATED?



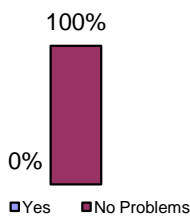
SATISFACTION LEVELS
 These scores are the result of customers ticking Very Good or Good on our questionnaire. **100% SHOWS an OUTSTANDING PERFORMANCE**

How LIKELY are CUSTOMERS to PURCHASE AGAIN from this Retailer?

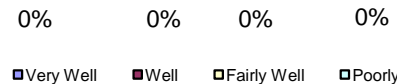


LOYALTY
 92% of customers were **VERY LIKELY to BUY** from this Retailer **AGAIN**

Were any Problems Encountered?

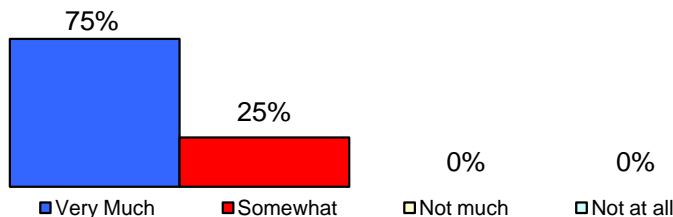


How WELL were Problems Handled?



COMPLAINTS
 100% of customers **ENCOUNTERED NO PROBLEMS**

To what extent were CUSTOMERS REASSURED by the OFT Consumer Code?



REASSURANCE
 100% of customers were **REASSURED** in some way by the **CONSUMER CODE**

Number of Customer Questionnaires received

13

The Carpet Foundation has analysed the feedback for this store, and can verify the accuracy of these findings

Signed the **CHIEF EXECUTIVE**:

Michael H Hardiman

Report compiled: 6th April 2011