

Clapham Village Store questionnaire



Clapham Village Store is a community business set up and run by the community for the benefit of the community. We've been trading for five years now and that, plus the uncertainty caused by the Coronavirus pandemic means that we feel it is time to check if what we are doing is what our village and our visitors to the village want and need.

We would really appreciate your honest feedback to help us plan.

Please place completed questionnaires in the box in the shop, or through the letterbox at the side of the Village Hall by 31 August. If you are isolating and need someone to collect your questionnaire from you then please call the shop on 015242 51524.

Are you: A resident Visitor (Leisure) Visitor (Business)

Are you: Under 17 18-24 25-49 50-64 65-74 Over 75

1. In normal (non-Covid-19) times, how often do you visit the village store?

<i>Please use tick box</i>	✓	<i>Comments - please expand</i>
Every day / Several times per week		
Once a week		
Just at weekends		
Once or twice a month		
Rarely or not at all		
Has this changed during the pandemic?		

2. Products & services We try to stock a reasonably wide range of goods, locally produced where possible, but within the constraints of the space we have in the shop. What attracts you to the village store?

<i>Please tick any that apply</i>	✓	<i>Comments - please expand</i>
Convenience		
Sale of newspapers		
Tobacco or alcohol		
Fresh food (bread, cakes, fruit & veg, meat)		
Dairy products		
Frozen and ready meals		
Sandwiches and snacks		
Hot food and drinks		
Premium brands and products		
Dry cleaning		
Gifts and cards		
Collecting prescriptions		
Somewhere to obtain local information		
A pleasant place to visit		

3. What do you think about the products and produce we offer in the village store?

<i>Please tick any that apply</i>	✓	<i>Comments - please expand</i>
The range of goods is about right		
The range is too limited		
I'd like to see more budget price ranges (Happy Shopper etc.)		
I would like more choice of hot food		
The quality of the fresh produce is good		
I'm disappointed by the general quality		
Products are easy to locate		

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4. Our prices

<i>Please tick one column for each product type</i>	Too expensive <i>(Wouldn't buy)</i>	Expensive <i>(But would buy if needed)</i>	Value for money <i>(Will buy)</i>	Too cheap <i>(Perceived not of good quality)</i>
Dairy				
Meat				
Fruit & vegetables				
Alcohol				
Non-perishable goods				
Gifts				

5. What do you find attractive about the shop and what less so? How can we improve?

6. Delivery Service

During lockdown we have been running a delivery service for our elderly and vulnerable customers

	Y/N	Comments - please expand
Is this a service you would continue to support in the future?		

7. Do you visit the village store website, Facebook pages or Twitter feed?

	Y/N	Comments – please expand
Website		
Facebook		
Twitter		

8. Would you be interested in subscribing to our mailing list to receive updates on product ranges and offers?

	Y/N	If yes, please provide your email address or alternatively email the shop direct: info@claphamvillagestore.co.uk
Subscribe		

9. Please add any other comments or suggestions relating to the village store and the services we offer.

Follow us on our website: www.claphamvillagestore.co.uk Facebook and Twitter

Thank you for your support and helping us to keep the village store at the centre of our community.