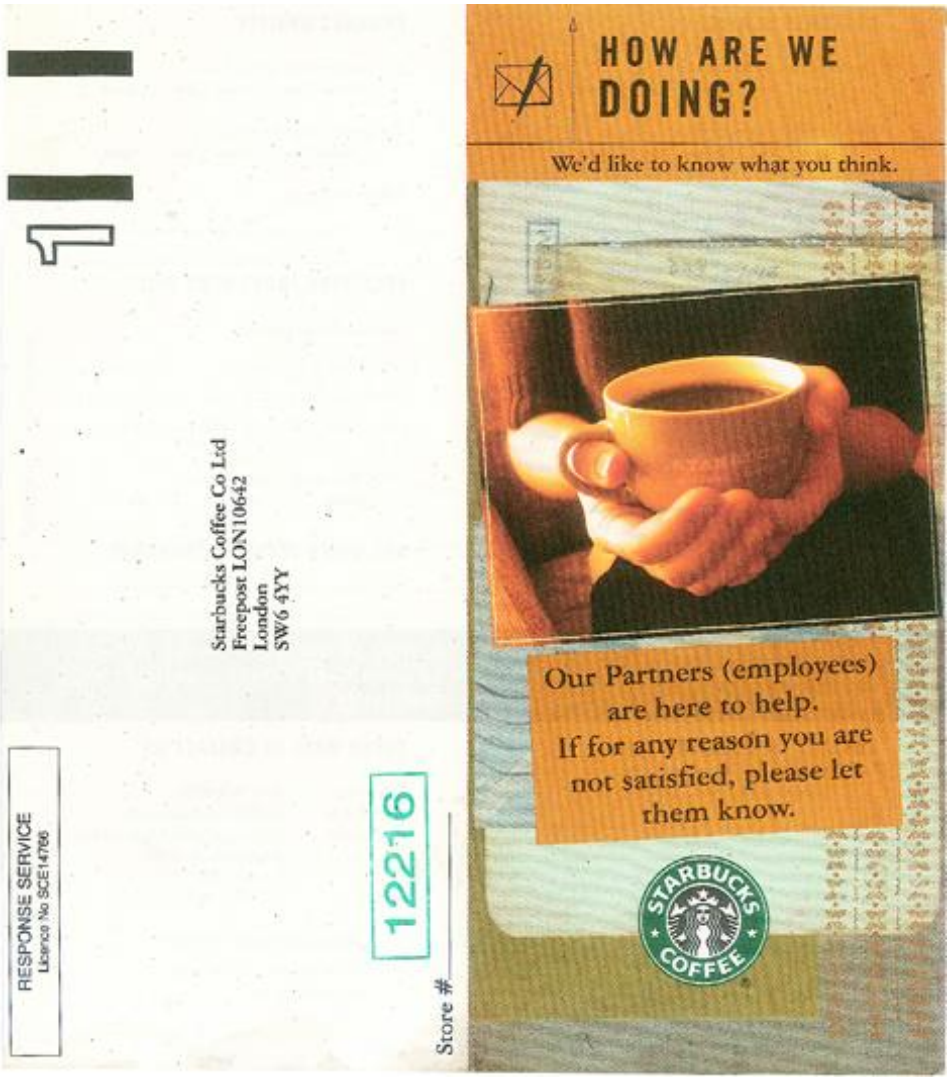
Starbucks Feedback Form – Page 1



RESPONSE SERVICE
Licence No SCE14766

Starbucks Coffee Co Ltd
Freepost LON10642
London
SW6 4YY

122216

Store #

HOW ARE WE DOING?

We'd like to know what you think.

Our Partners (employees) are here to help.
If for any reason you are not satisfied, please let them know.

STARBUCKS COFFEE

Starbucks Feedback Form – Page 2

CUSTOMER SERVICE

The friendliness of service was:
☐ Very bad ☐ Poor ☐ Average ☐ Good ☐ Excellent

The efficiency of service was:
☐ Very bad ☐ Poor ☐ Average ☐ Good ☐ Excellent

Other comments:

STORE ENVIRONMENT

The cleanliness of the store was:
☐ Very bad ☐ Poor ☐ Average ☐ Good ☐ Excellent

How comfortable was the environment in the store?
☐ Very bad ☐ Poor ☐ Average ☐ Good ☐ Excellent

Other comments:

Based on this experience, I will visit Starbucks:
☐ Less often ☐ As often ☐ More often

PRODUCT QUALITY

The quality of my beverage was:
☐ Very bad ☐ Poor ☐ Average ☐ Good ☐ Excellent

The quality of my food was:
☐ Very bad ☐ Poor ☐ Average ☐ Good ☐ Excellent

Other comments:

SPECIFICS ABOUT YOUR VISIT

Which store did you visit?

City _____

Street _____

Date of visit: DD ____ MM ____ YR ____

What time of day did you visit us?
☐ Morning ☐ Afternoon ☐ Evening

ANY OTHER IDEAS OR THOUGHTS

MOISTEN, FOLD, SEAL AND MAIL.

We want to do everything possible to make your visit to Starbucks the best it can be. Please take a moment to tell us what we are doing well and if there is anything we can do better. Your ideas and feedback are important to us.

CONTACT INFORMATION

☐ Mr ☐ Mrs ☐ Miss ☐ Ms ☐ Dr

(PLEASE COMPLETE IN BLOCK CAPITALS)

Name _____

Address _____

_____ Postcode _____

Daytime Phone Number _____

E-mail _____

How often do you visit Starbucks?
☐ Daily ☐ Weekly ☐ Monthly ☐ Less often

OTHER WAYS TO CONTACT US

Call us at: 020 7878 4929
E-mail us at: ukinfo@starbucks.com
By Freepost: Starbucks Coffee Company Ltd
Freepost LON10642
London SW6 4YY
By Fax: 020 7371 7156

☐ Please reply to my comments

☐ I do not wish to be included on a mailing list

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