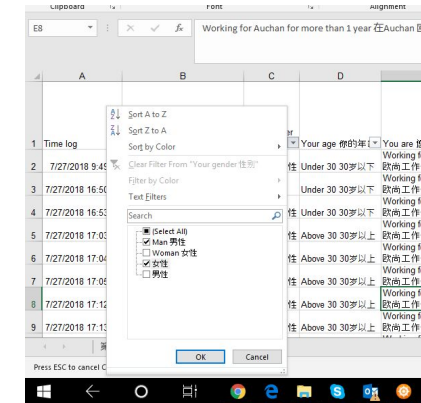


## Staff Survey results

Employee and Customer Care Programme

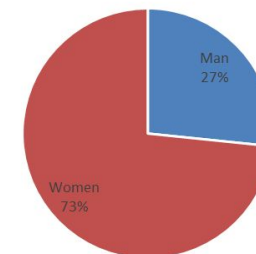
- The survey has been run from ... to ...
- N persons answered
- Stores (make a simple list of the stores who answered)
- Here place diagrams representing who are the respondents
  1. Per gender
  2. Per age
  3. Per position
  4. Per facing or not the customer
  5. Per time in the company
- To do the diagrams, you need per topic to
  - Select the categories and look at the total number of each category (with filter command it comes automatically)
  - Put the total number in a specific simple table
  - Insert a diagram based on your total sum little table
  - See example in the excel file (Resp)



Split per gender

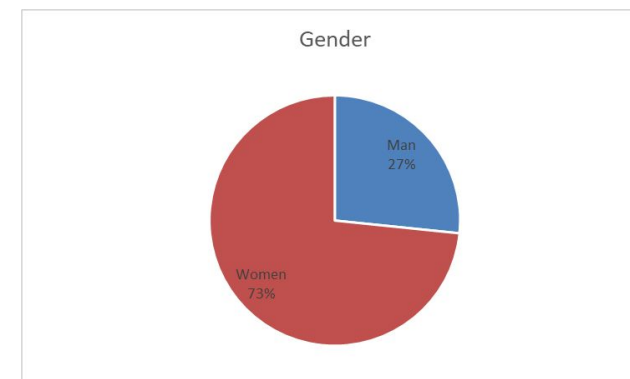
Man	406
Women	1119

Gender



- Please keep on a separate sheet or several separate sheets all the tables with your calculations and according diagrams
- Because if we want to do modifications or change the form of a diagram, we would have to do everything again if the customised tables are lost

Split per gender	
Man	406
Women	1119



# What is your favourite store for shopping?

- Look all the different names
- Group them (auchan should be only one pack)
- Put in a table the number of respondents for each
- Prepare a diagram with the top 10 only

C X B H U B

What is the main reason for you to choose this store concept?

- First exclude all the Auchan answers
- List the numbers for the top 10 reasons
- Do a diagram
- Then do the same for Auchan only

C X B H U B

What is the most important for you when you go to that store?

The same

- First exclude all the Auchan answers
- List the numbers for the top 10 reasons
- Do a diagram
- Then do the same for Auchan only

-

C X B H U B

Choose 3 words that would describe the care we could show to our colleague

- Same as before



To your mind, what is the level of quality of care to customers today at Auchan China

- First prepare a table with the number of answers for each rating
- Then choose an appropriate diagram

C X B H U B

To your mind, what is the level of quality of care to employees today at Auchan China

- Same as before

- For the suggestions of the list, prepare your table with the number of votes per project title
- Prepare an additional table with the names the respondents have added, and see if some of them have been suggested by several people. In that case do a diagram. If only unique response, simply write the list of suggestions with no diagram (and translation in English if you can)