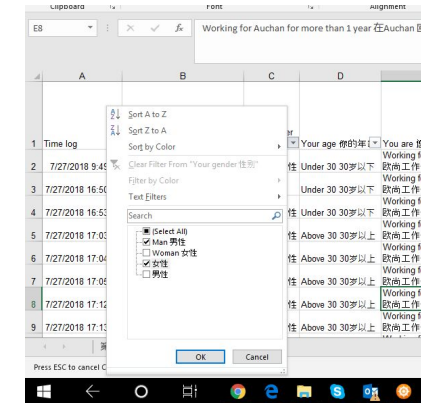


Staff Survey results

Employee and Customer Care Programme

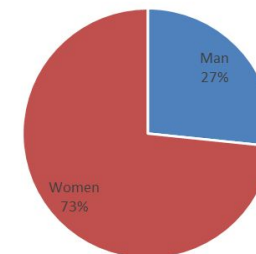
- The survey has been run from ... to ...
- N persons answered
- Stores (make a simple list of the stores who answered)
- Here place diagrams representing who are the respondents
 1. Per gender
 2. Per age
 3. Per position
 4. Per facing or not the customer
 5. Per time in the company
- To do the diagrams, 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

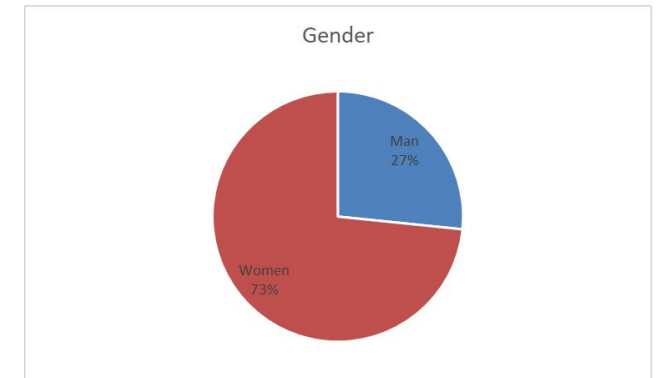
Man	406
Women	1119

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

- The screenshot shows an Excel spreadsheet with the following data:

	H	I	J	K	L	M	N	O
	What is your favourite store for shopping? It doesn't have to be a supermarket, it can be a grocery store, clothing, electronics, restaurant... 你最喜欢的购物地点是哪里 (不限于像Big 大型超市, 也可以是 商场, Clothing 服装店, Electronic Products 电子产品Shop)	What is the main reason for you to choose this store concept? 是什么原因使你选择这家商店? (选一个)	What is the most important for you when you go to that store? 当你走进一家店时, 你认为什么是对你最重要的?	Now, speak about Auchan, choose 3 words that would describe the care	Choose 3 words that would describe the care	To your mind, what is the level of quality of care to	To your mind, what is the level of quality of care to	Finally, what is your favourite option to na
1				Sort A to Z Sort Z to A Sort by Color				
117	Market 商场	Price 价格	I can get a precise answer	Clear Filter From "Choose 3 words th..."				
149	Big Markets 大商场	The choice 选择多样化	They always find a solution	Filter by Color				
156	Marketplace 大卖场	The choice 选择多样化	店内 Staff 员工很友善	Text Filters				
206	Big Supermarket 大型超市, Clothing Clothing 服装	The choice 选择多样化	The staff is friendly 店内员工友善	Search				
230	Suzhou Center 苏州中心	The choice 选择多样化	I can get a precise answer	<input checked="" type="checkbox"/> Carefully listen 用心倾听, Be always helpful 总是应该互相帮助, Check if he/she is happy with what you did 保持他/她对你满意 <input checked="" type="checkbox"/> Carefully listen 用心倾听, Be always helpful 总是应该互相帮助, 履行承诺 <input checked="" type="checkbox"/> Carefully listen 用心倾听, Make things easy for him/her 为他/她使事情更加简单, Always try to find a solution 总是努力 <input checked="" type="checkbox"/> Carefully listen 用心倾听, Try to understand what his/her feeling is 试着理解他/她所感受的, Make things easy for him/her 为他/她使事情更加简单 <input checked="" type="checkbox"/> Try to understand what his/her feeling is 试着理解他/她所感受的, Be always helpful 总是应该互相帮助, Always try to find a solution 总是努力 <input checked="" type="checkbox"/> Try to understand what his/her feeling is 试着理解他/她所感受的, Be always helpful 总是应该互相帮助, Check if he/she is happy with what you did 保持他/她对你满意 <input checked="" type="checkbox"/> Try to understand what his/her feeling is 试着理解他/她所感受的, Be always helpful 总是应该互相帮助, Make things easy for him/her 为他/她使事情更加简单 <input checked="" type="checkbox"/> Try to understand what his/her feeling is 试着理解他/她所感受的, Be always helpful 总是应该互相帮助, 履行承诺 <input checked="" type="checkbox"/> Try to understand what his/her feeling is 试着理解他/她所感受的, Make things easy for him/her 为他/她使事情更加简单				
264	EKA 宜家	It is close to my place / c	The staff is friendly 店内员工友善					
321	Nanfang Mall 南方Malls 商城	The choice 选择多样化	I can get a precise answer					
370	Big Supermarket 大型超市	The choice 选择多样化	I can get a precise answer					

At the bottom, the 'Filter Mode' ribbon is visible with buttons for 'Ready', 'Filter Mode', 'OK', and 'Cancel'. The search box on the right shows the search results for 'Filter by Color'.

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)