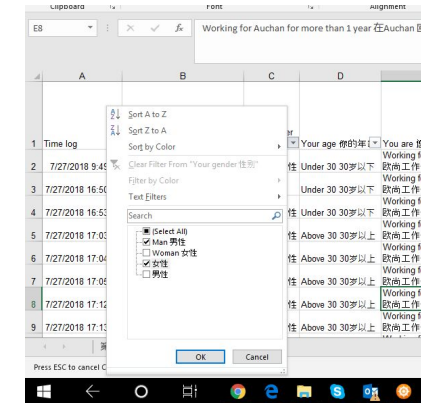# CXB HUB

Staff Survey results

Employee and Customer Care Programme
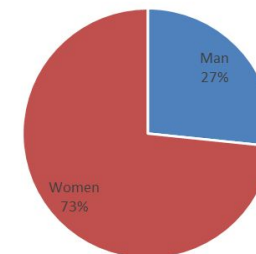
C X B H U B

- 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
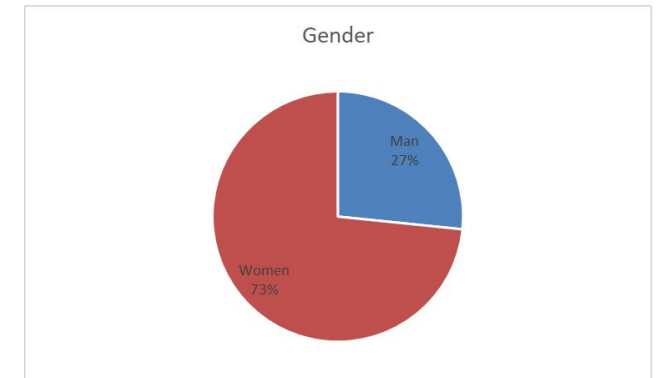 - See example in the excel file (Resp)

Split per gender	
Man	406
Women	1119

Gender

C X B   H U B

- 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

Gender

C X B   H U B

- 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

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

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

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Now, speaking about Auchan, choose 3 words that would best describe the care we could show to customers

- Unfortunately here, as far as I can see, the automatic results are not easy because we get lists of 3

- You need to do a manual preparation first to prepare your table per word (each person could tick one of the word only once so it should be feasible to count how many times a word has been mentioned

- Ex Filter the answers when "Be always helpful" is selected in position 1, 2 or 3

- Put it in your table

- Do it for all the propositions

- Prepare the diagram

C X B H U B

- 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

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- Same as before

Finally, what is your favourite option to name the project?

- 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)