



P.O. Box 718 Glenview IL 60025
 PH. 312-332-1634 FAX. 312-332-3012
 EMAIL. info@luckshop.com

SURVEY COUPON

\$5.00

off any purchase with a \$20.00 minimum order total. EXPIRES 12/31/12

This is a **ONE TIME ONLY** coupon. You must complete and submit the entire survey to qualify for the \$5.00 off coupon. A minimum purchase requirement of \$20.00 is necessary to receive the \$5.00 off (shipping and handling charges do not apply.) All entries are anonymous and will remain property of Luck Shop and Church Goods Co. This survey is conducted to insure quality service and merchandise.

Please take a moment to help us improve your experience at LuckShop.com & Church Goods Co. When you're done filling out this survey, tear this page out and submit it with your order for \$5.00 off your order. (\$20 Minimum)

Phone Customer Service and Overall Experience

How would you rate our staff?

- Friendly and helpful
- Average or OK
- Varies each time
- Poor service

Were you ever put on hold during a phone order?

- YES
- NO
- If so, For How Long? _____

When and if you were told someone would give you a call back, how long did you wait?

- Less Than One Hour
- One to Three Hours
- The Next Day
- Never Received A Phone Call Back

Would you recommend us to a friend?

- YES NO

How long have you been ordering from our company?

- Less Than 1 Year
- 1 – 2 Years
- 3 – 5 Years
- 5 – 10 Years
- Over 10 Years

Were your questions answered to your satisfaction?

- Yes
- Somewhat
- Not Sure
- No

Was your customer service representative professional, courteous and respectful?

- Yes
- Somewhat
- Not Really
- No

Was your customer service representative knowledgeable regarding the products we sell?

- Very Knowledgeable
- Somewhat
- A Little Bit
- Not At All

Would you order from us again?

- YES NO

Product Quality and Shipping

Were you pleased with the quality of our products?

- YES NO SOMETIMES

Were you satisfied with your purchases?

- YES NO SOMETIMES

What do you typically purchase? Check all that apply.

- | | | |
|---|---|--|
| <input type="checkbox"/> Baths and Washes | <input type="checkbox"/> Gemstones | <input type="checkbox"/> Oils |
| <input type="checkbox"/> Books | <input type="checkbox"/> Herbs | <input type="checkbox"/> Perfumes |
| <input type="checkbox"/> Candles | <input type="checkbox"/> Incense | <input type="checkbox"/> Powders |
| <input type="checkbox"/> Colognes | <input type="checkbox"/> Jewelry | <input type="checkbox"/> Sprays |
| <input type="checkbox"/> Dolls | <input type="checkbox"/> Mojo Bags/Kits | <input type="checkbox"/> Rev. Moses' Prayer Services |

PLEASE FILL OUT BOTH SIDES OF THIS SURVEY

Is there something special you'd like us to sell?

YES NO

EXPLAIN _____

Do you order these products from other companies?

YES NO SOMETIMES RARELY

If so, from who?

Did you receive your package in a timely manner?

YES NO SOMETIMES

Did your package arrive in good shape?

YES NO SOMETIMES

Was anything in your package damaged or missing?

YES NO SOMETIMES

Was everything in your package packed neatly?

YES NO SOMETIMES

Was your order processed correctly?

YES NO SOMETIMES

Did you receive a free gift with your purchase?

YES NO SOMETIMES

On a scale from 1 to 10 (10 being the best) how would you rate our packing and shipping department?

1 2 3 4 5 6 7 8 9 10

Website and Internet Experience

How do you usually place your orders?

- Online at www.LuckShop.com
- Phone Order at 312-332-1634
- Mail in to P.O. Box 718 Glenview IL 60025

How did you hear about LuckShop.com?

- From a friend
- Church Goods Catalog
- Just Surfing the Web (i.e. GOOGLE)
- A Sales Representative (PHONE ORDER)
- Other _____

Was Navigating the Luck Shop easy for you?

YES NO SOMETIMES

Did you use any coupons at checkout?

YES NO SOMETIMES

Did you find what you were looking for online?

YES NO MOST TIMES NOT ALWAYS

On a scale from 1 to 10 (10 being the best) how would you rate our website LuckShop.com?

1 2 3 4 5 6 7 8 9 10

On a scale from 1 to 10 (10 being the best) how would you rate our company?

1 2 3 4 5 6 7 8 9 10

Did you know that LuckShop has its own Facebook Page?

YES NO

Visit and Befriend us Online at:

www.facebook.com/TheLuckShop

Reverend Moses and the Staff at Church Goods Co. and Luck Shop wish to thank you for taking the time to fill out this survey. Your answers will help us improve our service. Customer satisfaction is the main reason we are still here – IN BUSINESS FOR OVER 90 YEARS! **“Through Service, We Grow.”**

Comments or Suggestions (You may also compliment or give feedback about a particular phone representative.)

Thank you for your participation!