

Tucson Yarn Company  
Customer Satisfaction Survey February 2009

*Please help us serve you better by participating in this survey. All responses are anonymous and you can drop off your survey the next time you are in the shop.*

How many times have you visited TYC?

Less than 5\_\_ Between 6 and 15 \_\_ Countless\_\_\_\_

Are you a year round Tucson resident? \_\_\_\_\_

How would you categorize your knitting skills?

Beginner \_\_ (I only knit scarves) Intermediate \_\_ (I've moved on to garments but I still need help) Advanced \_\_ (I try everything) Pro\_\_ (I knit complex patterns without any help)

For each of the statements below, please circle the response that best reflects your opinion of TYC:

The staff understands my needs and works hard to accommodate them.

Strongly Agree    Agree    No opinion    Disagree    Strongly Disagree

The selection of yarns is comprehensive enough to meet all my knitting needs.

Strongly Agree    Agree    No opinion    Disagree    Strongly Disagree

When I have a problem, the staff tries to solve it with a smile.

Strongly Agree    Agree    No opinion    Disagree    Strongly Disagree

I always feel welcome when I come into the shop.

Strongly Agree    Agree    No opinion    Disagree    Strongly Disagree

The book and pattern selection gives me all the options I need

Strongly Agree    Agree    No opinion    Disagree    Strongly Disagree

The class offerings and schedule meet my skill development needs and fit into my personal schedule.

Strongly Agree    Agree    No opinion    Disagree    Strongly Disagree

For any statement with which you disagreed, please let us know why.

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My TYC Wish list: Here are my suggestions to make TYC even better:

- 1.
- 2.
- 3.

Additional comments: