

## **Serving the Valley project**

Thank you for taking the time to complete this survey.

We hope to offer local, customised training through listening to your feedback.



**ESSAY** 

## Please enter your business name\*

Q2	Does your business have a website?
	No
MULTIPLE CHOICE	I'm interested in getting a website
	Yes- Website URL:

Q3	Does your Business have an Instagram account?
	○ No
MULTIPLE CHOICE	I'm interested in creating an account
	Yes - name:

Q4	Does your business have a Facebook page?
	No
MULTIPLE CHOICE	I am Interested in having one made
	Yes

Q5	Is this regularly updated with posts advertising new menu items or promotions?
MULTIPLE CHOICE	Yes
	No
	I'm interested in getting help with this
	Comments

Q6	Do you frequently check your businesses reviews and ratings on sites such as Trip Advisor or Zomato?
MULTIPLE	Yes
CHOICE	No
	Only occasionally

Q7	If your business does receive a poor rating on a website or Facebook, do you take action to rectify the problem or get in contact the customer?
MULTIPLE CHOICE	Not really  Yes - What did you do?
	Tes - What did you do!

Q8

## What is the maximum amount of customers your establishment can accommodate?

SCALE

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15 16 17 18 19 20 21 22 23 24 25 26 27 28 29
30 31 32 33 34 35 36 37 38 39 40 41 42 43 44
45     46     47     48     49     50     51     52     53     54     55     56     57     58     59
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150     151     152     153     154     155     156     157     158     159     160     161     162     163     164
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240 241 242 243 244 245 246 247 248 249 250
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<sup>\*\*</sup> Select one.

Q9	Do you hold private functions at your establishment?
	Yes - regularly
MULTIPLE CHOICE	No
	Occassionally
	Have you had to hire extra staff for an event? Yes/No

Q10	Do you do outside catering for functions?
	Yes - I supply food only
MULTIPLE CHOICE	Yes - I supply staff and food
	No

Q11	Do you believe there is an adequate supply of skilled customer service staff within the Latrobe Valley?
MULTIPLE CHOICE	Yes
	No

Q12	What do you believe is most important when you are looking to hire staff?
MULTIPLE CHOICE	Previous Experience
	Personal Appearance
	Personality
	Qualifications
	Other:



When thinking about your current staff, do you feel there are any areas in which they could improve or any challenges you would like overcome?

	challenges you would like overcome?
SAY	



**SCORING** 

How would you rate your current staff's attitude towards delivering quality customer service. 1 being poor and 10 being exceptional.

## Attitude



Q15	Do you believe your staff have relevant and significant knowledge of your available products and services?
MULTIPLE	Yes
CHOICE	No
	Maybe - might need more training

Q16	Do you believe your staff are skilled in dealing with complaints and/or difficult customers?
MULTIPLE	Yes
CHOICE	Complaints are dealt with by managers and supervisors
	No - they could use some improvement
	How do you think this can be taught?

Q17	Have your staff ever had any formal training? E.g., Coffee making, traineeships, wine appreciation, etc.
MULTIPLE CHOICE	No - I train my staff  No- I would like to look into formal training for my staff  Yes- who delivered this training?

Q18	What type of ongoing training do you currently offer your employees?
MULTIPLE	On the job training
CHOICE	Induction training - one on one before service starts
	Formal training course
	Other:

Q19	How often do you meet with your staff to discuss standards of service and product knowledge?
MULTIPLE CHOICE	Weekly
	Fortnightly
	Monthly
	Quartley
	Other



How do you evaluate the quality of customer service that is delivered by your staff?

**ESSAY** 

E.g., online/in person customer feedback, People Choice Awards, etc.



MULTIPLE CHOICE Would you be interested in offering your employees this subsidised training in Customer Service? Please note that we will be offering the first two sessions free to local businesses, most likely to be held in October and Febraury.

Yes
No
Need more information in relation to content of course



MULTIPLE CHOICE Would you be willing to offer training, come as a guest speaker or be apart of a short video to promote hospitality as a career for the students attending the course?

Yes
No
Please indicate what times would suit you

Q23	If we held a lunch/dinner testing students Customer Service and what they have learned, would you be willing to attend and give feedback?
MULTIPLE CHOICE	No
	Yes
	Other



What do you believe we should be including or

focusing on in our Customer Service Training? For example Product Knowledge, Communication

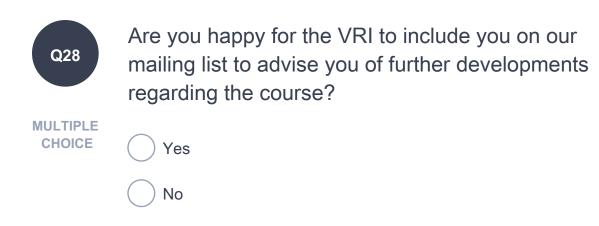
Q25	Would you be willing to offer work experience to students who have undertaken the Customer Service course?
MULTIPLE CHOICE	Yes
	No
	Other

Q26	Would you be willing to hire someone who had little experience but has completed a short course in Customer Service?
MULTIPLE CHOICE	Yes
	No
	Other



**ESSAY** 

At this stage we are asking what days, hours or times would you recommend these sessions to be held? Keep in mind the course length will be 20 hours. For Example: Monday & Tuesdays between 2pm -5pm or Tuesdays & Wednesdays 11am - 4pm



Q29	Would be interested in or learning more information about any of the following:
MULTIPLE CHOICE	Traralgon Neighbourhood Learning House  VRI
	Alt_Art
	Community Garden
	Digital Shed
	50 Mile Farmers Market
	Comments:



Your responses will improve customer service in Latrobe Valley - thank you!