



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.



Does your business have a website?

MULTIPLE
CHOICE

- No
- I'm interested in getting a website
- Yes- Website URL:

** Select multiple.

Q3

Does your Business have an Instagram account?

MULTIPLE
CHOICE

- No
- I'm interested in creating an account
- Yes - name:

** Select one.

Q4

Does your business have a Facebook page?

No

I am Interested in having one made

Yes

MULTIPLE
CHOICE

** Select multiple.

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

** Select multiple.

Q6

Do you frequently check your businesses reviews and ratings on sites such as Trip Advisor or Zomato?

MULTIPLE
CHOICE

- Yes
- No
- Only occasionally

** Select one.

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?

** Select multiple.

Q8

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

SCALE

0	1	2	3	4	5	6	7	8	9	10	11	12	13	14
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
60	61	62	63	64	65	66	67	68	69	70	71	72	73	74
75	76	77	78	79	80	81	82	83	84	85	86	87	88	89
90	91	92	93	94	95	96	97	98	99	100	101	102	103	104
105	106	107	108	109	110	111	112	113	114	115	116	117	118	119
120	121	122	123	124	125	126	127	128	129	130	131	132	133	134
135	136	137	138	139	140	141	142	143	144	145	146	147	148	149
150	151	152	153	154	155	156	157	158	159	160	161	162	163	164
165	166	167	168	169	170	171	172	173	174	175	176	177	178	179
180	181	182	183	184	185	186	187	188	189	190	191	192	193	194
195	196	197	198	199	200	201	202	203	204	205	206	207	208	209
210	211	212	213	214	215	216	217	218	219	220	221	222	223	224
225	226	227	228	229	230	231	232	233	234	235	236	237	238	239
240	241	242	243	244	245	246	247	248	249	250				

** Select one.

Q9

Do you hold private functions at your establishment?

MULTIPLE
CHOICE

Yes - regularly

No

Occassionally

Have you had to hire extra staff for an event? Yes/No

** Select multiple.

Q10

Do you do outside catering for functions?

MULTIPLE
CHOICE

- Yes - I supply food only
- Yes - I supply staff and food
- No

** Select one.

Q11

Do you believe there is an adequate supply of skilled customer service staff within the Latrobe Valley?

MULTIPLE
CHOICE

- Yes
- No

** Select one.

Q12

What do you believe is most important when you are looking to hire staff?

MULTIPLE
CHOICE

- Previous Experience
- Personal Appearance
- Personality
- Qualifications
- Other:

** Select multiple.

Q14

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

SCORING

Attitude

1 2 3 4 5 6 7 8 9 10

** Select one.

Q15

Do you believe your staff have relevant and significant knowledge of your available products and services?

MULTIPLE
CHOICE

- Yes
- No
- Maybe - might need more training

** Select one.

Q16

Do you believe your staff are skilled in dealing with complaints and/or difficult customers?

MULTIPLE
CHOICE

- Yes
- Complaints are dealt with by managers and supervisors
- No - they could use some improvement
- How do you think this can be taught?

** Select multiple.

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?

** Select one.

Q18

What type of ongoing training do you currently offer your employees?

MULTIPLE
CHOICE

- On the job training
 - Induction training - one on one before service starts
 - Formal training course
 - Other:
-

** Select multiple.

Q19

How often do you meet with your staff to discuss standards of service and product knowledge?

MULTIPLE
CHOICE

- Weekly
- Fortnightly
- Monthly
- Quartley
- Other

** Select one.

Q21

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

** Select one.

Q22

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

** Select one.

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

** Select one.

Q25

Would you be willing to offer work experience to students who have undertaken the Customer Service course?

MULTIPLE
CHOICE

Yes

No

Other

** Select one.

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

** Select one.

Q28

Are you happy for the VRI to include you on our mailing list to advise you of further developments regarding the course?

MULTIPLE
CHOICE

Yes

No

** Select one.

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:

** Select multiple.



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