



# JOHNSONS

Hotel, Restaurant & Catering Linen

by **STALBRIDGE**

## OUR CUSTOMER SATISFACTION SURVEY

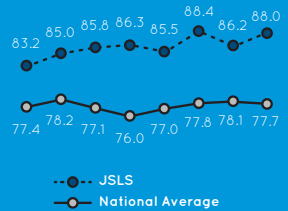
Striving to provide consistent world class service



we scored  
**88.0%**



2012 2013 2014 2015 2016 2017 2018 2019



flexibility **on time** invoicing  
accurate delivery  
responsiveness  
**service**  
complete delivery  
quality **ease** drivers  
cleanliness **staff** communication



our score rates us amongst  
the top business service  
delivery companies



our overall score  
has increased by 1.8  
since last year



# INTRODUCTION

We aim to be the industry leader at delivering service and product quality. This is why we employ TLF Research to survey 280 of our customers each year, to discover what improvements need to be made to achieve world class customer service on a consistent basis.

Thank you to all of our customers who took the time to complete the survey with TLF Research, your feedback is greatly appreciated.

## HOW WE SCORED

We believe that customer feedback is invaluable in allowing us to continually improve. We welcome it throughout all areas of our business.

The following chart shows our scoring out of 10 for the key factors that you told us were most important.



88.0

Our most recent customer satisfaction survey gave us a TLF rating of **88.0 out of 100**. This places us in the top quartile of business service delivery companies. The feedback we receive is used to target those areas that really make a difference to our customers – and shape the service you receive.

**89%** of our customers are **satisfied or very satisfied** with our performance.



## WHAT WE DO WELL AT

These are the areas where you score us best.



The suitability of the products to your business

**9.4**



The range and availability of products

**9.3**

## OUR SCORES COMPARED TO 2018

These are our most improved areas.



Response to your service complaint  
**increased by 1.4**



Your Area Service Manager  
**increased by 0.8**

## DOING BEST WHAT MATTERS MOST

These are the areas that you told us were most important to you, that we will continue to improve on.



**The cleanliness of the goods delivered: 8.4**

Every year we invest substantial amounts in new machinery and new linen and uniforms, with this investment and on going commitment from our staff we endeavour to supply quality linen.



**Completion & accuracy of deliveries made: 8.1**

The accuracy of a delivery is driven by our operating staff, and we continue to review the standards set in each factory location to ensure in 2020 we improve our processes to deliver accurately on time, every time.



**Response to service complaints: 7.6**

This continues to be a number one priority for us in 2020. We understand that the loyalty of our customers is dependent on us delivering on our promises and fixing any problems that may arise quickly and effectively.



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Supplying customers without long term contracts means that our success depends entirely on our reputation, our ability to provide a quality service consistently, and a personal response to service issues and requirements that is second to none. That is why we take customer feedback so seriously, and why our survey results are so important.

Our overall result in 2019 improved on 2018, and naturally we are very pleased that it did. However, we also understand that within the detailed results and the customer comments, there are challenges to overcome and improvements to be made. Continuing to improve customer satisfaction is the most important measure of our business, and will continue to be so.

We appreciate our customers feedback, and I'd like to thank those who gave their valuable time to speak to TLF Research on our behalf.

**Donald Smith, Managing Director**



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My delivery driver on a Monday (I don't know his name) is absolutely lovely, he goes above and beyond for me. He always greets me with a smile, he's so lovely that I actually look forward to seeing him.



Easy to deal with and we always get clean linen.

I've never had any problems and if I have they've been dealt with quickly.



We are extremely happy with the service from Stalbridge. There are no problems with the Customer Service. The quality of the service is great and so I get what I need.



TLF Research  
Survey, 2019

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