

Brisbane Markets Limited

MYSTERY SHOPPING REPORT 2011

ZONE FRESH WINDSOR

WAVE 1

Monthly Report SEPTEMBER 2011

MARKETSHARE ▶

What you don't know about your customers can hurt you!

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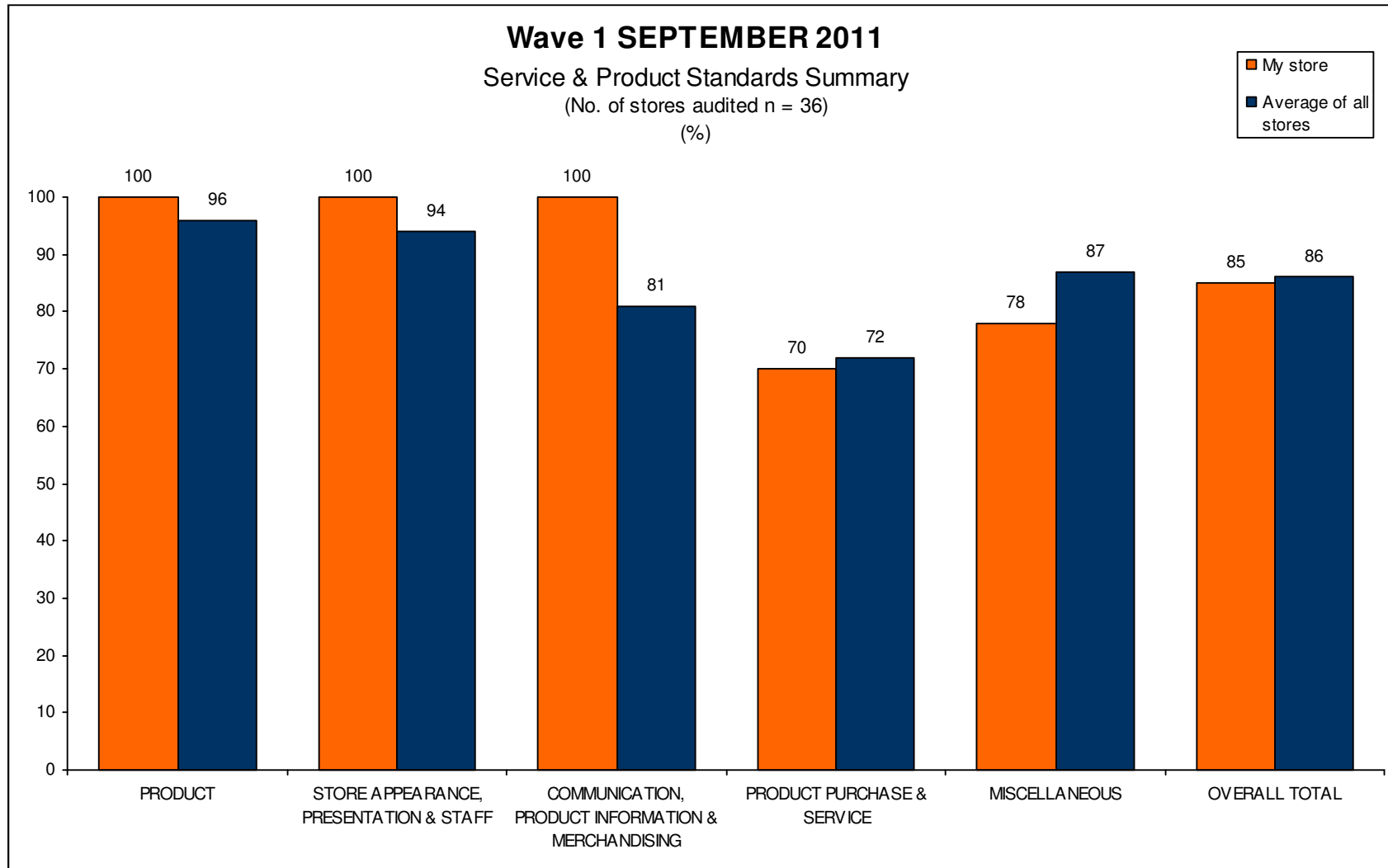
Disclaimer

In accordance with our normal practice, we emphasise that the findings of this study and any recommendations contained in it are based on the sources indicated. However, as no independent verification is possible, neither the firm nor any employee of the firm takes responsibility for any errors which may occur, however caused.

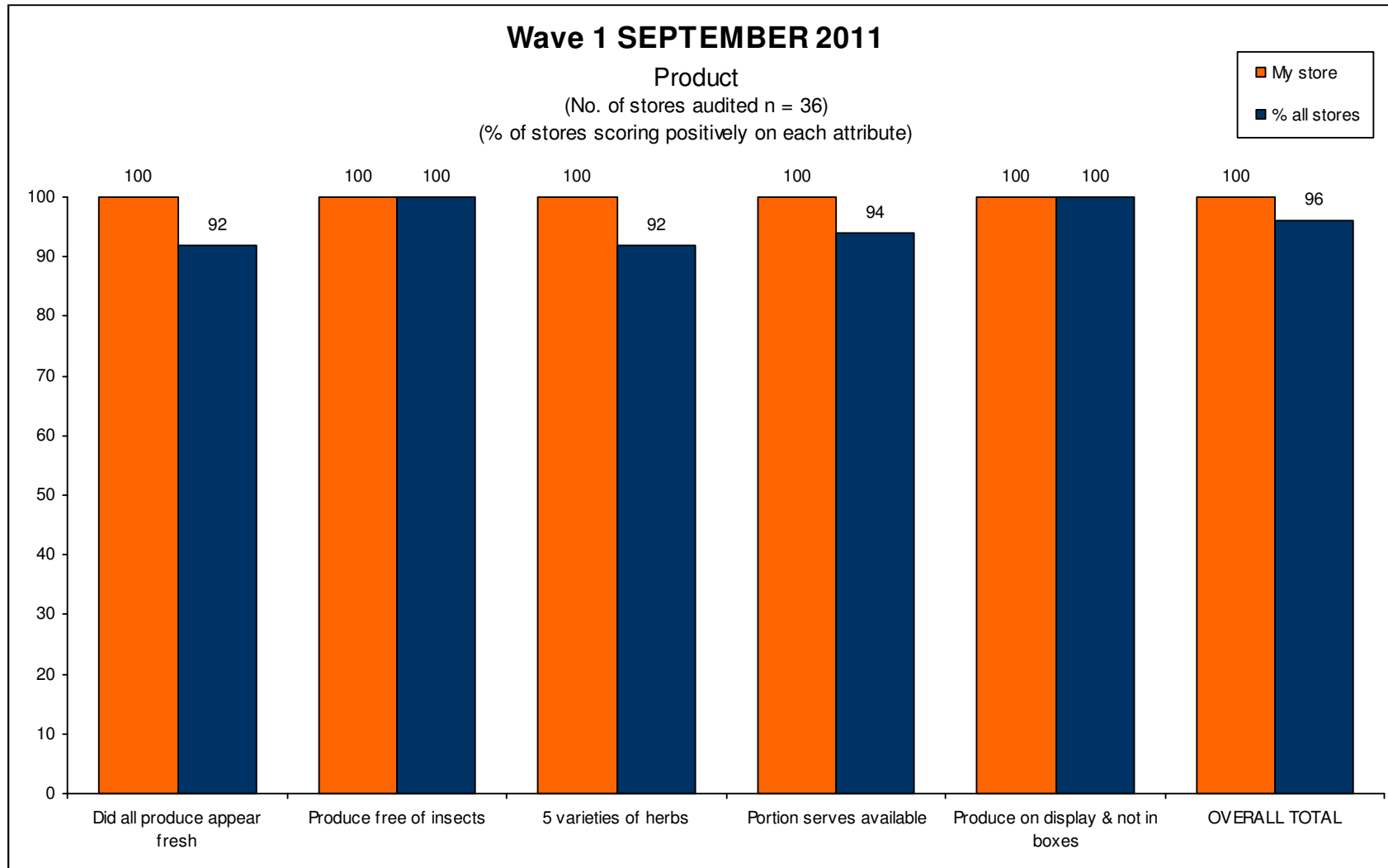
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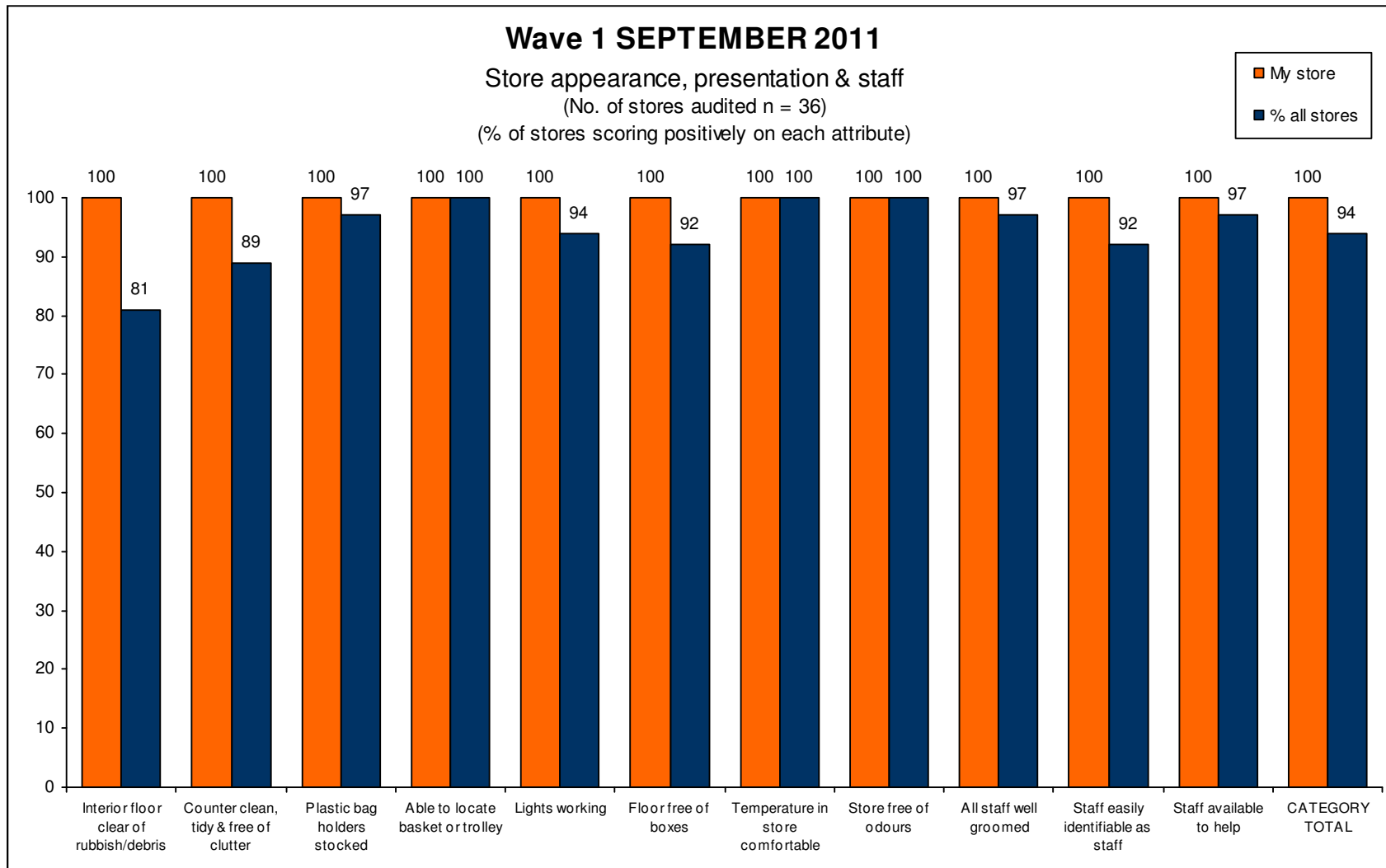
Service standards summary



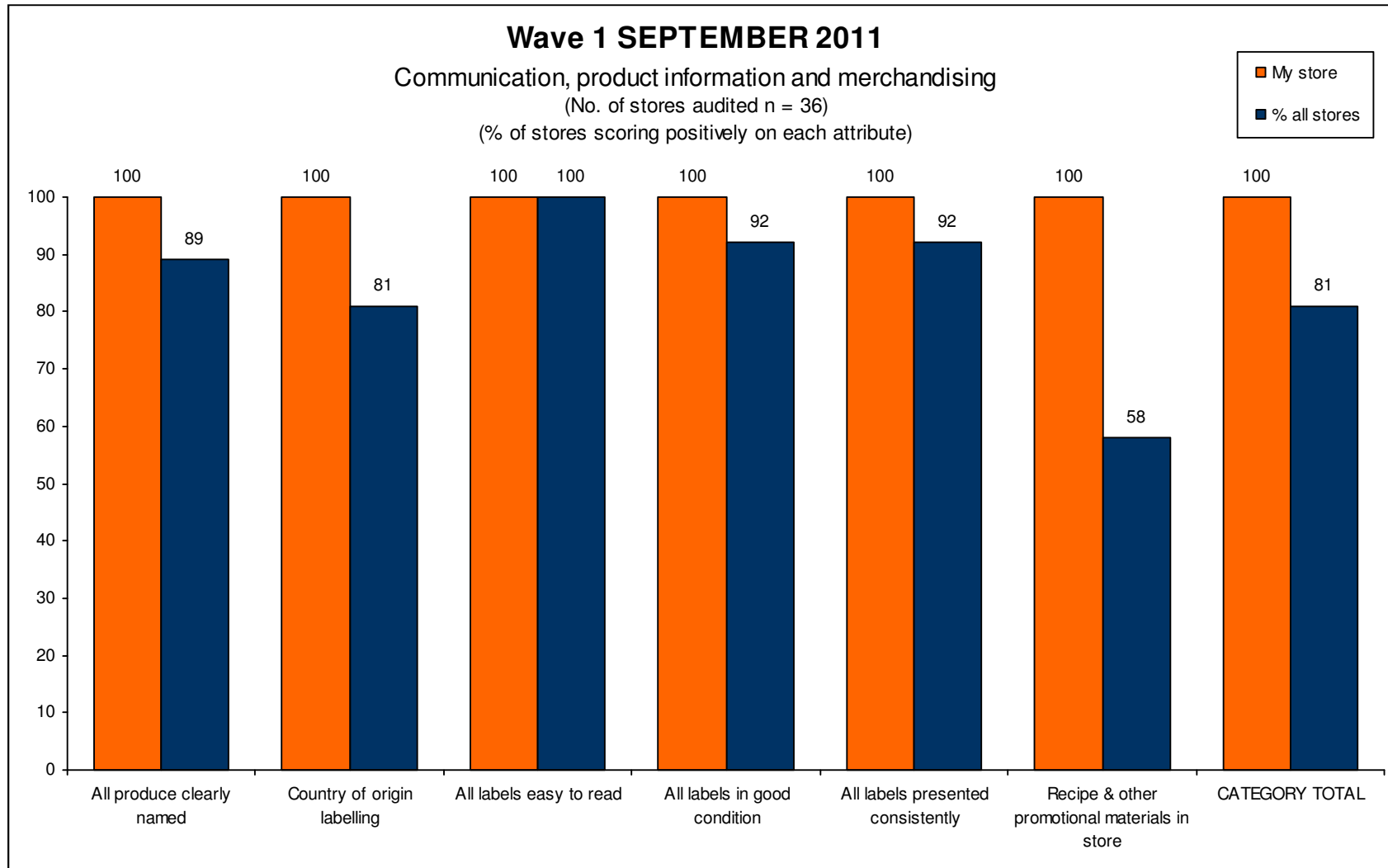
Category summary – Product



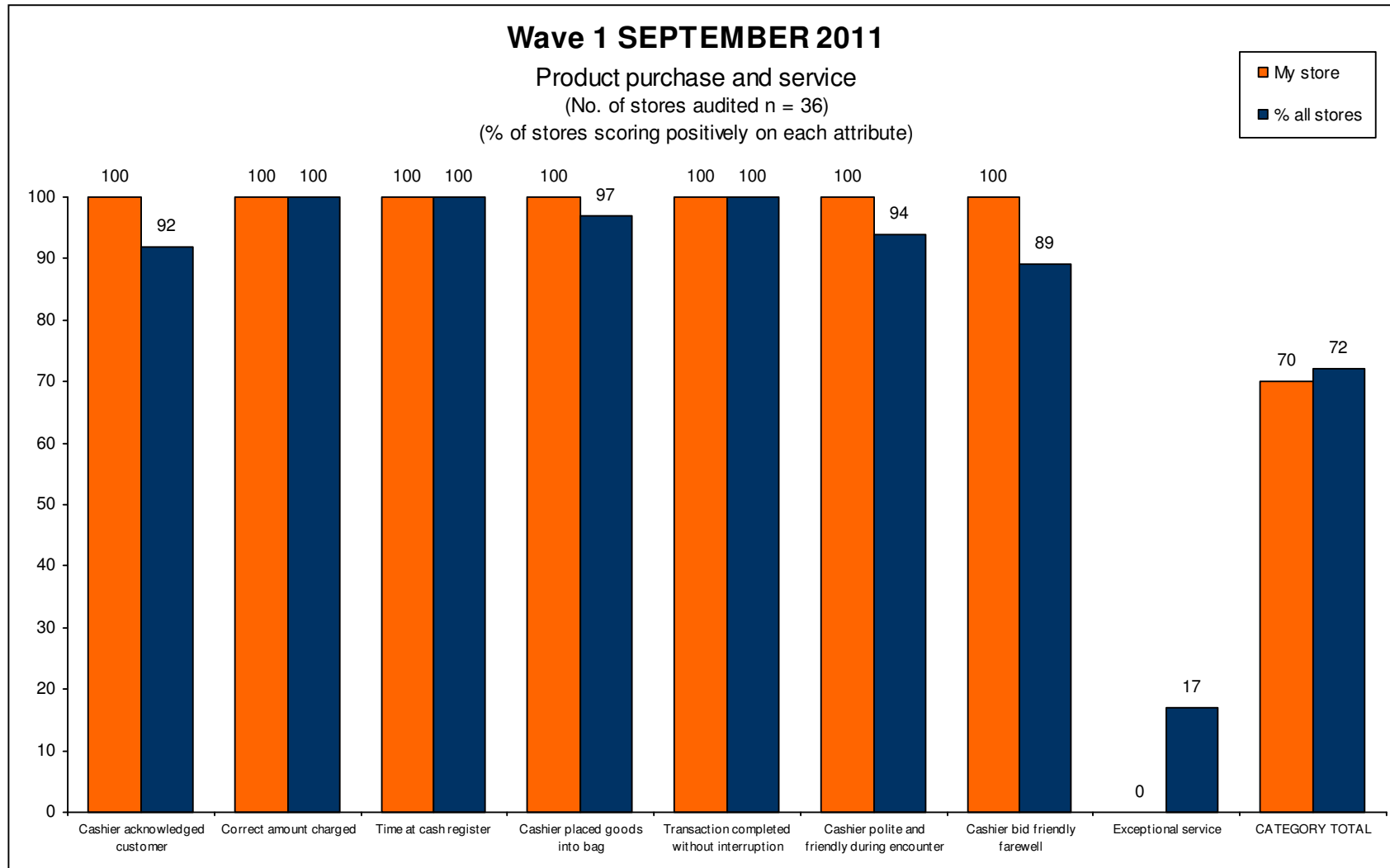
Category summary – Store appearance, presentation & staff



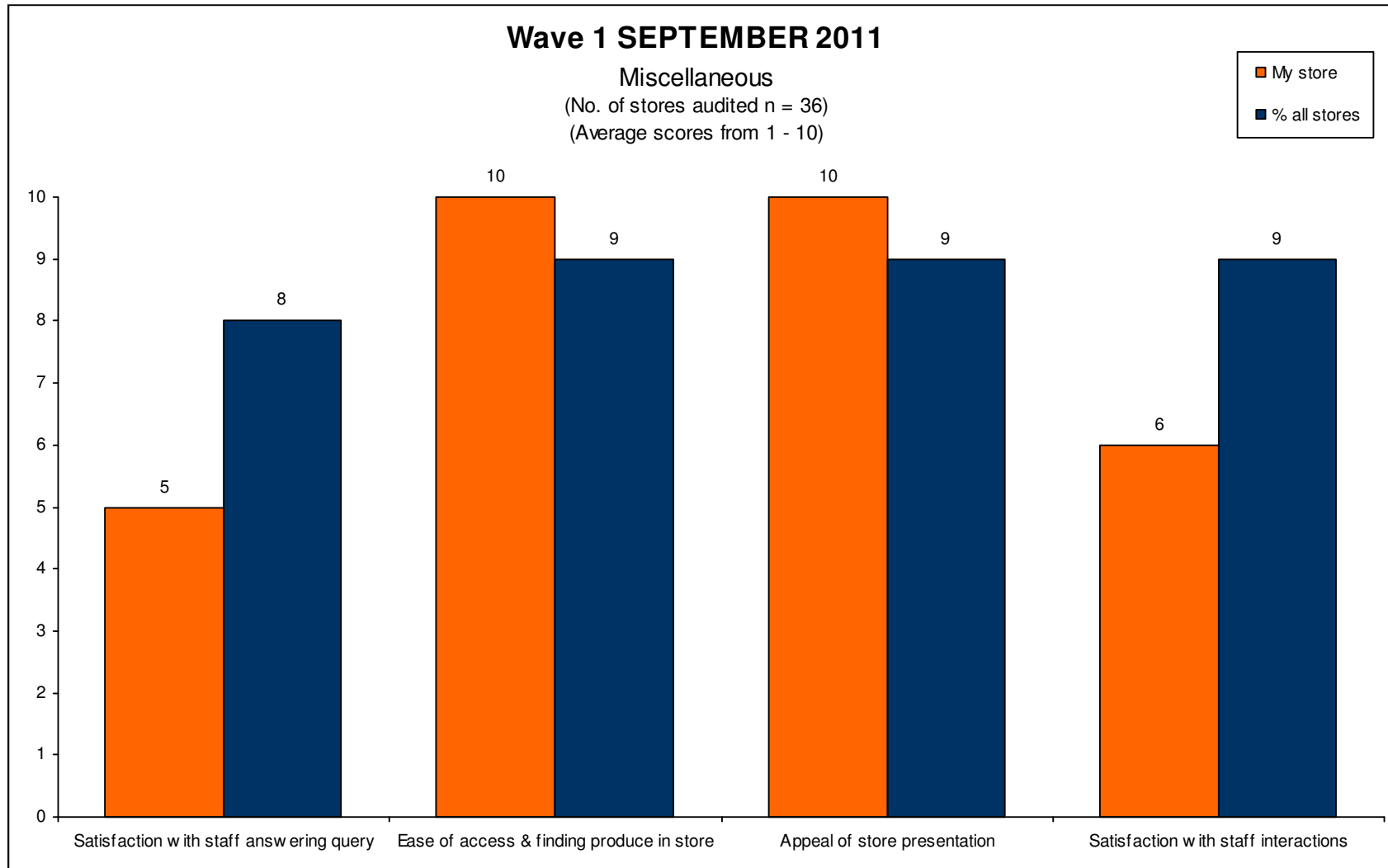
Category summary – Communication, information & merchandising



Category summary – Product purchase and service



Category summary – Miscellaneous





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