

FURNITURE STORE

CUSTOMER EXPERIENCE SHOPPING FOR A MATTRESS

INSTRUCTIONS QUESTIONNAIRE

Evaluate the customer service experience by calling an assigned City Furniture (or Ashley Furniture) location to ask a required question, then visit the same location in person to interact with a sales associate about purchasing a new mattress. Some locations also require observations of the in-store cafe/wine bar. No purchase is required or will be reimbursed.



Before You Begin

- Review your shop confirmation
- Know your scenario and if you need to make cafe/wine bar observations
- Plan plenty of time to conduct the shop
- Complete the phone portion first, and ask the required question



Don't Forget!

- Pose as replacing your old mattress
- Make a purchase objection
- Collect a business card
- Date & sign the business card before uploading with your report
- Make the cafe/wine bar observations



General Requirements

- Read all instructions and the entire questionnaire before you complete the shop.
- Complete the required phone call to the store to ask a question.
- Visit the City Furniture or Ashley Furniture location listed in your shop confirmation.
 - These stores may be next door to each other. Make sure you enter the correct store.
- Complete the shop alone. Plan to spend 20-30 minutes in the store.
- Interact with a sales associate while posing as a serious buyer who is replacing your old mattress with a new one.
- Get a business card to upload with your report. Ask for a card if you are not offered one.
- Do not capture associates in any photos taken inside the showroom.
- Some locations have a cafe and/or wine bar. Check your shop confirmation to confirm if you're required to make cafe/wine bar observations.
- If the store has a Smart Home Zone, do not express interest in or visit that area of the store.
- You are not required to make a purchase and will not be reimbursed for any purchase made.
- Submit your report to shopperhub.cxgroup.com within 12 hours of completing the shop.
- Retain all documentation for six months following your shop.
- You or your immediate family members cannot have ever worked for City Furniture.



Shop Instructions

Step #1: Before visiting the store, call to ask a question to test the associate's knowledge

- On the same day as your in-store visit, call the store using the phone number found in your shop confirmation.
 - If you get voicemail, hang up, wait a minimum of 10 minutes, and then attempt a second call. If the second call also goes to voicemail, no further call attempts are required.
- Listen carefully to how the call is answered to determine if the associate:
 - ✓ Thanked you for calling
 - ✓ Identified themselves by name
 - ✓ Extended a greeting
- Get the associate's name if not provided (ask for it if needed).
- Ask any question related to mattresses. For example:
 - What's the difference between Tempur-Pedic and other foam mattresses?
 - What's the earliest date I can get delivery on mattresses?
 - What is the price range for a Queen Tempur-Pedic?

Step #2: Visit the assigned store to evaluate the in-store customer experience

- Enter the store as indicated in your shop confirmation (City Furniture or Ashley Furniture).
- Pose as needing to replace your old mattress, so you are shopping for a new mattress.
- When greeted, accept assistance. Do not say you would just like to look around.
 - If not greeted, go directly to the bedding area and begin to browse.
 - If not approached after 5 minutes, seek out an associate and request help.
- Tell the associate you are looking to replace a mattress and would like to look at options.

Step #3: Interact with a sales associate

- Allow the associate to take the lead in the conversation by asking questions about your needs.
- Answer questions based on your own mattress/sleep preferences (style, size, side-sleeper, etc.).
- Do not rush the interaction. Allow the associate the time they feel is necessary to assist you.
- Do not ask to be left alone to browse. This is to see if the associate initiates separation.

Step #4: Raise an objection for why you can't make the purchase that day

- At the end of the discussion, tell the associate you would like to visit other stores before making a decision.
 - The purpose of this statement is to see how they respond and if they try to get you to commit to the future purchase in some way.

Step #5: Request a business card, and get the associate's name

- Ask for the associate's name and business card and say you will contact them if you decide to make a purchase.

- If the associate cannot provide a business card, ask them for a manager's business card.
- Date and sign the business card when out of view of the associate.
- Upload a copy of the signed and dated business card with your report.
- All locations have generic business cards and should be able to provide a business card upon request. However, if you are unable to obtain a business card, take a photo of a piece of furniture you were looking at, and upload this image with your report as proof of shop.

Step #6: Make the cafe and/or wine bar observations (if applicable)

- Your shop confirmation will specify if your assigned store has a cafe/wine bar to observe.
- Note if your sales associate mentions the bar (do not ask about it).
- After interacting with the associate, walk over to the bar as if to check it out.
- Check for cleanliness issues at the bar.
- Confirm if there are cookies ready and easily accessible on the countertop.
 - Cookies should be in a clear case on the countertop.
- Confirm if the coffee dish is replenished and kept full (creamer, sugar, etc.).
 - Coffee is behind the bar and not accessible to customers, but the creamer, sugar, etc. should be accessible to customers.



QUESTIONNAIRE

Shop date:

Start time:

End time:

Phone Call

1. Date and time of the call(s):

If more than one call was made, enter the date and time of each call attempt. Example format: 6/7/2024 11:13 AM

2. When was your call answered by an associate?

Answered on the first call attempt

Call went to voicemail on both attempts

Answered on the second call attempt

3. Which of the following did the associate do when answering the call?

Select all that apply. Example: "Thank you for choosing City Furniture. This is Karen. How may I help you?"

Thanked me for calling

None of the above

Identified themselves by name

Call went to voicemail on both attempts

Extended a greeting

4. Name of the associate who answered the phone:

5. Did the associate ask for your name?

Yes

Call went to voicemail on both attempts

No

6. When asked a question, did the associate demonstrate knowledge of the product and affirm your decision?

Yes, full knowledge (able to answer the question)

Not at all knowledgeable (did not know but asked another associate and got an answer)

Somewhat knowledgeable (provided a response that lacked confidence)

Not at all knowledgeable (did not know and did not get an answer)

Call went to voicemail on both attempts

7. What question did you ask the associate?

8. What was the associate's response?

9. Did the phone associate invite you in for an appointment?

Yes

Call went to voicemail on both attempts

No

10. At the end of the conversation, did the associate thank you for calling?

Yes

Call went to voicemail on both attempts

No

Store Appearance

11. Date and time of the in-store visit:

Example format: 6/7/2024 4:08 PM

12. Did the exterior parking lot, sidewalks, and landscaping appear free of debris and well maintained?

- Yes No, excessive litter or debris visible
 No, minimal litter or debris visible

13. Was it easy to navigate the showroom?

When answering, think about the flow of the store (Was it easy to find what you were looking for?, Were there any obstructions in the walkways?, etc.).

- Yes No

14. Were the prices easy to read?

Answer based on visible pricing. Do not answer No just because a price was missing.

- Yes No, more than 5 items had a price display that was not easy to read
 No, 5 or fewer items had a price display that was not easy to read

15. Did all the furniture that you observed have a visible price tag displayed?

- Yes No, more than 5 items did not have a visible price displayed
 No, 5 or fewer items did not have a visible price displayed

Sales Interaction**16. Were you greeted by a sales associate within 1 minute of entering the store?**

- Yes No, more than 5 minutes
 No, 2-5 minutes Not greeted (had to ask for help)

17. Did the sales associate introduce themselves and ask for your name?

- Yes No, asked for my name but did not introduce themselves
 No, introduced themselves but did not ask for my name Neither

18. Name of sales associate who assisted you:**19. Sales associate hair color:****20. Did the sales associate have a professional or stylish appearance?**

- Yes, associate was dressed fashionably, elegantly, smartly, or chicly Yes, associate was dressed in a business shirt or blouse
 No

21. Was the sales associate well groomed?

- Yes No

22. Did the sales associate introduce you to a manager early on (when you arrived or shortly after you started browsing/speaking with them)?

- Yes No

23. Describe how you presented your scenario:

Enter the item you indicated you were shopping for, what room it was for, why you were shopping for the item, etc.

24. Did the sales associate attempt to connect by initiating a general conversation with you before talking about products?

Answer Yes if the sales associate spoke to you initially about anything other than furniture (e.g., the weather, your day, etc.). Answer No if they asked what you were shopping for and went right into showing you products with no personal discussion.

Yes

No

25. Did the sales associate offer to look you up in the system if you've shopped at City Furniture before or offer to add you to the system if you have not shopped there before?

Yes, offered to look me up (I've been there before)

Yes, offered to add me (I'm new to City Furniture)

No

26. Did the sales associate ask you anything about your shopping needs and suggest a specific product to meet your needs?

Only answer Yes if the sales associate did both (asked about your shopping needs AND suggested a product to meet your needs).

Yes

No

27. If yes, which of the following did the sales associate ask about?

Select all that apply.

Type of mattress (memory foam, innerspring, pillow top, etc.)

Any sleeping problems (snoring, back pain, etc.)

Size (Queen, King, etc.)

Likes/dislikes about your current mattress

Comfort preference (soft, medium, hard)

Budget

Sleeping preference (side, back, stomach)

Other

N/A

28. Did the sales associate make you aware of any in-store promotions?

Yes

No

29. If yes, which in-store promotions did the sales associate make you aware of?

Select all that apply.

You get a \$10 e-gift card when you test rest a mattress (and City Furniture donates \$10)

Item(s) on sale

You get a \$300 e-gift card with purchase of a Beauty Rest Black or Tempur-Pedic Mattress

Free gift with purchase

N/A

30. Did the sales associate initiate separation from you while you browsed?

Answer Yes if the sales associate said they would let you look and walked away without you requesting time alone to look.

Yes

No

31. Hybrid Showroom: Did the sales associate take you to the sleep gallery in the showroom you walked into?

A hybrid showroom is a location that has two furniture stores connected. This question determines if you were shown product in the showroom you were assigned or taken across to the other location.

Yes

N/A – not a hybrid store

No, went to the other store's showroom

32. Did the sales associate explain that when you buy a mattress, City Furniture will donate your old one?

- Yes No
33. Did the sales associate first have you look at the Tempur-Pedic mattresses before looking at other mattress brands?
- Yes No, did not look at Tempur-Pedic at all
 No, looked at another brand first
34. When looking at Tempur-Pedic mattresses, did the sales associate start by having you look at the Tempur LuxeBreeze model mattress first?
- Yes N/A – did not look at Tempur-Pedic
 No, looked at a different Tempur-Pedic mattress first
35. When looking at the Tempur LuxeBreeze mattresses, did the sales associate start by having you look at the medium hybrid mattress first, then the soft?
- Yes No, did not look at the Tempur LuxeBreeze model
 No, looked at the soft, regular medium, or firm mattress before the medium hybrid N/A – did not look at Tempur-Pedic
36. Did the sales associate provide a pillow for testing mattresses?
- Yes, a pillow they selected based on my sleep preference Yes, a pillow they grabbed or that was already on the bed (not specific to my sleep preference)
 No No
37. Did the sales associate have you try different pillows in your preferred sleeping position until you found one you liked?
- Yes No, only tried the pillow they selected based on my sleep preference
 No, tried different pillows but no mention of my sleeping position No
 N/A – no pillow provided
38. Did the sales associate attempt to introduce a power adjustable base on one of the Tempur-Pedic beds?
- Yes No, did not introduce a power adjustable base at all
 No, introduced a power adjustable base on a different brand bed
39. If the associate introduced a power adjustable base on a Tempur-Pedic bed, did they begin with the zero-gravity position (flat)?
- Yes N/A – did not introduce a power adjustable base at all
 No, began with a different position
 N/A – introduced a power adjustable base on a different brand bed
40. Did the sales associate hand you the remote control for the power adjustable base and show you how to use it?
- Yes N/A – did not introduce a power adjustable base at all
 No
41. Which best describes how the sales associate presented or demonstrated the features

and benefits of each mattress?

Very detailed – I fully understood all the different options to consider

Informative – I needed more information to fully understand the different options to consider

Limited – only discussed the basics (firmness, size – did not discuss other options to consider)

42. Which best describes how the sales associate presented or demonstrated the features and benefits of each power adjustable base?

Very detailed – I fully understood all the different options to consider

Informative – I needed more information to fully understand the different options to consider

Limited – only discussed the basics (head and/or feet are adjustable – did not discuss other options to consider)

N/A – did not introduce a power adjustable base at all

43. Did the sales associate suggest any additional products to go along with the product you asked about?

For example, they may have told you about the furniture protection plan or delivery service.

Yes

No

44. Did the sales associate explain the 120 Day Comfort Guarantee (if you purchase the mattress protector, you can get a different mattress if comfort needs are not met)?

120 Day Comfort Guarantee means if you purchase the mattress protector at City Furniture along with your mattress, and you are not satisfied with the comfort of the mattress, you can get a different mattress of equal or greater value within 120 days of purchase.

Yes

No

45. Did the sales associate present the price in the form of monthly payments?

Yes

No

46. Did the sales associate make an attempt to determine your City Furniture VIP credit cardholder status within the first 10 minutes of your visit?

Yes

No

47. Did the sales associate present the City Furniture VIP credit cardholder benefits?

Yes

No

48. If yes, which of the following VIP cardholder benefits did the sales associate mention?

Select all that apply.

No annual fee

No down payment

Monthly payments (6, 12, or 60 months special financing)

Up to \$1,000 in statement credits

VIP access to special events

Free upgrade to same day delivery

N/A

49. Did the sales associate try to initiate a finance application with you?

Yes

No

50. If yes, how many times did the sales associate initiate finance with you?

1

2

3 or more

N/A

51. Which best describes how the sales associate asked for the sale?

Asked in a comfortable/natural manner

Asked in a pushy manner

Asked in an awkward or out of place manner

Did not specifically ask for the sale in any manner

52. What did the sales associate say when asking for the sale?

53. When you stated your objection to closing the sale that day, did the sales associate bring in a manager to help close the sale?

Yes

No

54. If yes, describe the impact the manager had on your shopping experience:

55. Did the sales associate document the items you were interested in for future follow-up using a tablet, computer, or handwritten note?

Yes

No

Sales Associate

56. Which best describes the sales associate's tone and interaction with you?

Listened attentively, assisted without interruption/distraction, and did not make me feel rushed

Did not listen, appeared disengaged/unfocused, or made me feel rushed

Listened but seemed distracted by things going on around them

57. Based on your shopping experience with this sales associate, how likely would you be to purchase a mattress from them?

Consider the sales associate you interacted with only, not the store itself.

5 – Highly likely

2 – Not likely

4 – Likely

1 – Not at all likely

3 – Neutral

58. Describe the conversation and showroom experience:

Provide a detailed summary of the visit, from start to finish. Comment on the initial greeting, the sales associate's approach to assisting you, the level of interaction you had with them, suggestions they made or items they showed you based on your expressed needs, etc.

59. Did any sales associate go above and beyond to serve you?

Yes

No

Cafe and/or Wine Bar

60. Was the cafe and/or wine bar mentioned by your sales associate?

Yes

N/A – no cafe and/or wine bar or it was closed

No

61. Was the cafe and/or wine bar clean?

Yes

N/A – no cafe and/or wine bar or it was closed

No

62. Were cookies ready and easily accessible to customers?

Yes No N/A – no cafe and/or wine bar or it was closed

63. Was the coffee dish replenished and kept full (creamer, sugar, etc.)?

 Yes No N/A – no cafe and/or wine bar or it was closed

Overall Impression

64. Based on this shopping experience, would you consider buying from City Furniture if you were in the market for a new mattress sleep set?

Consider the entire experience (interaction with the sales associate, product style/availability, price, etc.).

 Definitely Probably Possibly Probably not Definitely not

65. Explain why or why not:

66. Would our styles and selection meet your home furnishing needs?

 Yes No

67. Explain why or why not:

68. Did the price points on products offered meet your needs?

Refers to pricing of the products you were shown and/or that would have met your needs.

 Yes No

69. Based on this shopping experience, how likely are you to purchase from this store over a competitor's store for your furniture needs?

 Very likely, the experience was much better than with other furniture stores Likely, the experience was slightly better than with other furniture stores Neutral, the experience did not sway me one way or the other Not likely, the experience was slightly worse than with other furniture stores Not at all likely, the experience was much worse than with other furniture stores

70. Based on this experience, how likely are you to recommend City Furniture to someone you know?

10 = Extremely likely; 0 = Not at all likely

 10 9 8 7 6 5 4 3 2 1 0

71. Upload a clear, readable copy of the associate's business card:

Remember to sign and date the card before uploading it.

END OF QUESTIONNAIRE