Overall-Major Competitor:

<table>
<thead>
<tr>
<th>Anytown Coop Rating</th>
<th>Better</th>
<th>Similar</th>
<th>Worse</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee attitude</td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Employee knowledge</td>
<td></td>
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<tr>
<td>Condition of facilities</td>
<td></td>
<td></td>
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<tr>
<td>Overall service</td>
<td></td>
<td></td>
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</tbody>
</table>

13. Do you use any of the following services?
   - [ ] Bulk fuel
   - [ ] Service station (oil change, etc)
   - [ ] Tire repair
   - [ ] Card-troll/key-troll

14. If the cooperative determined that the service station/tire services revenues are not covering costs would you recommend:
   - [ ] Increase charges to cover costs
   - [ ] Discontinue service station/tire operations

15. What do you like best about Anytown Cooperative?
   
   
   

16. What do you like least about Anytown Cooperative?
   
   
   

17. What could Anytown Cooperative do differently to earn more of your business?
   
   
   

Thanks for helping us serve you better. Please feel free to provide any other suggestions or comments in the space before. We want to earn your business!

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