

Overall-Major Competitor: _____

Anytown Coop Rating	Better	Similar	Worse
Employee attitude			
Employee knowledge			
Condition of facilities			
Overall service			

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!

Oklahoma State University, in compliance with Title VI and VII of the Civil Rights Act of 1964, Executive Order 11246 as amended, Title IX of the Education Amendments of 1972, Americans with Disabilities Act of 1990, and other federal laws and regulations, does not discriminate on the basis of race, color, national origin, gender, age, religion, disability, or status as a veteran in any of its policies, practices, or procedures. This includes but is not limited to admissions, employment, financial aid, and educational services.

Issued in furtherance of Cooperative Extension work, acts of May 8 and June 30, 1914, in cooperation with the U.S. Department of Agriculture, Robert E. Whitson, Director of Cooperative Extension Service, Oklahoma State University, Stillwater, Oklahoma. This publication is printed and issued by Oklahoma State University as authorized by the Vice President, Dean, and Director of the Division of Agricultural Sciences and Natural Resources and has been prepared and distributed at a cost of 20 cents per copy. 0104 JA