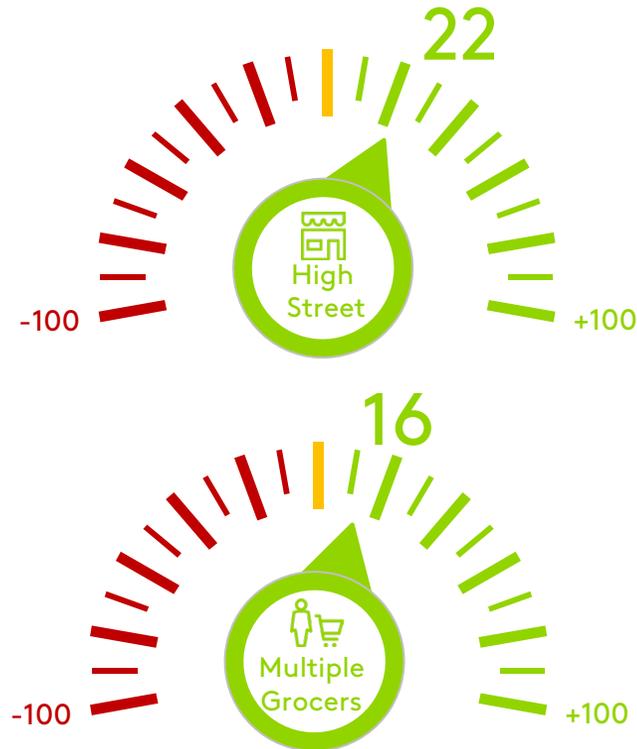


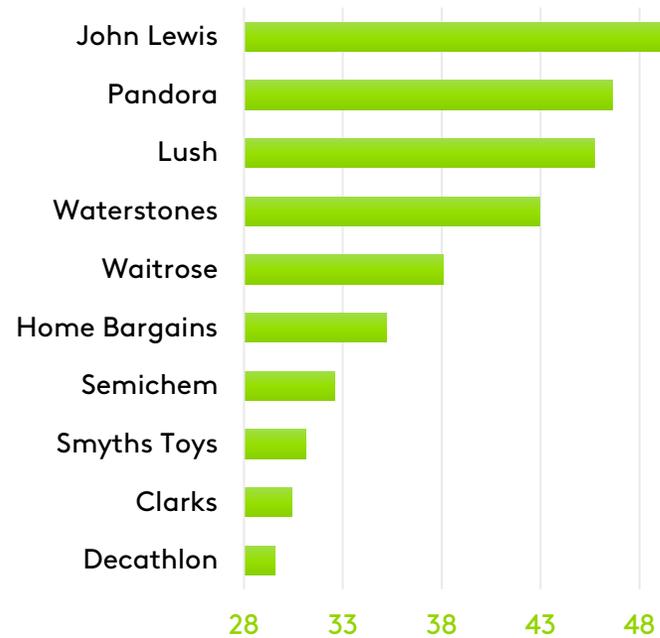
(I can't get no) satisfaction: actually, High Street Shoppers still can and do

Both the high street and grocers are 'in the green' when it comes to experience but it's the high street that leads



Average Net Recommended Score

High customer satisfaction isn't restricted by category – it's varied



Top 10 High Street retailers based on Net Recommended Score

So, satisfaction is still possible and more important than ever. Get it wrong and your spend per trip goes down



That's a 5% loss, potentially over millions of trips

This is an example based on Bargain Stores.