

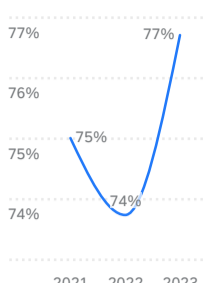
# Detailed Summary Page

## Customer Satisfaction (CSAT)

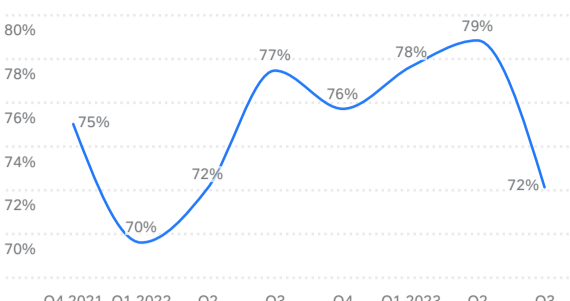
Overall CSAT - YTD

1,929

Overall CSAT - Yearly trend

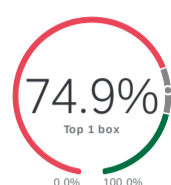


Overall CSAT - Quarterly trend

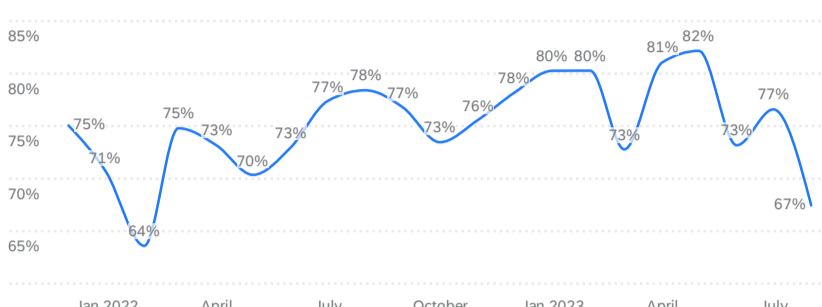


Overall CSAT Comment 1,173

- 5 West Coast  
Desert Hills Outlet • August 28, 2023 5:00 PM
- Service
- 4 Midwest  
Oakbrook • August 28, 2023 5:00 PM
- Da service was great
- 5 Canada  
Toronto Eaton Centre • August 27, 2023 5:00 PM
- Great friendly staff!
- 5 Midwest  
Oakbrook • August 27, 2023 5:00 PM
- The staff were really on top of it, helping me out with my choices very nice and kind, they were a big part of my shopping experience
- 4 South East  
Brickell City Center • August 27 2023 5:00 PM



Overall CSAT - Monthly trend



## Drivers analysis (Customer Ratings)

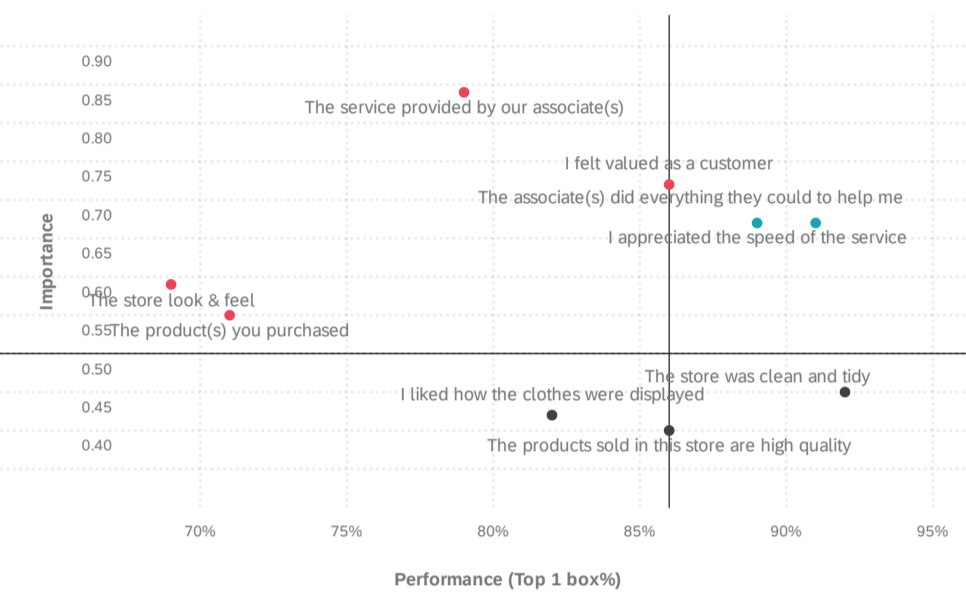
**Prioritize** items in the top left for improvement. These items have lower performance but are important drivers of NPS

Improvements in these areas are most likely to drive your NPS upwards.

**Monitor** items in the bottom left for improvement. These items have lower performance, but their impact on NPS is not strong.

You should keep working on these attributes if you can, but they are less of a priority.

Ratings as Key Drivers of Overall CSAT 1,993



**Maintain** items in the top right. These items have high performance and are important drivers of NPS.

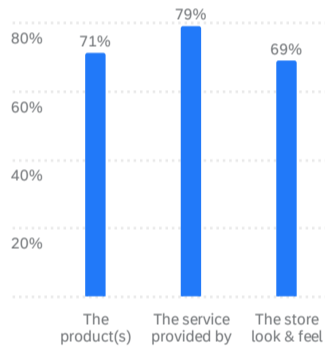
These are the attributes you want to leverage and promote.

**Review** items in the bottom right. These items have high performance but their impact score on NPS is not strong.

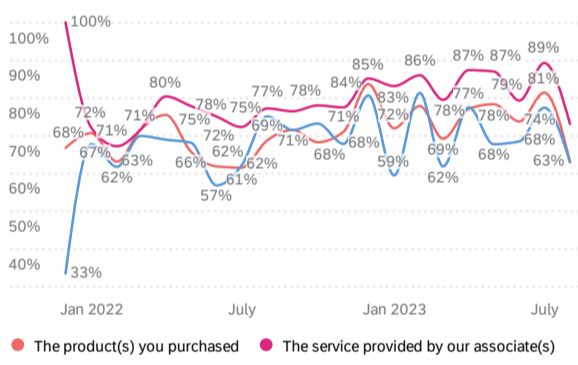
No need to invest additional resources to make improvements here, but you should still strive to maintain a high-level of service.

## Store Experience Specific Scores

Overall Store Experience Ratings - top 1 box% 1,363



Store Experience Monthly Trend - top 1 box% 1,363

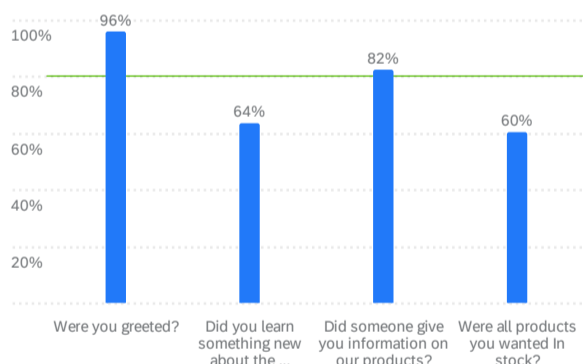


Store Experience - Comments 33

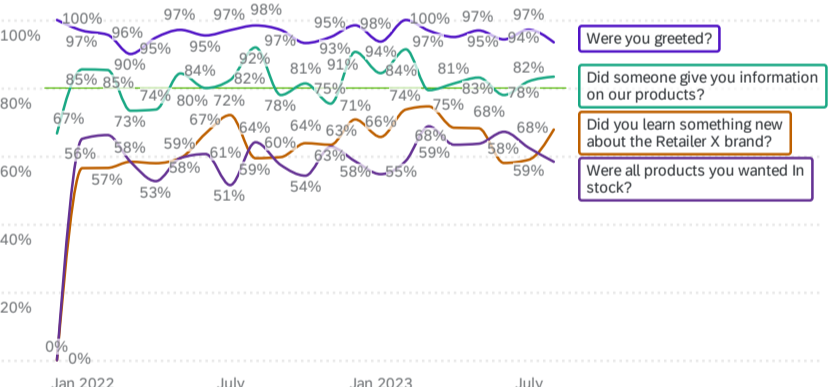
- The service provided by our associate(s) - com...
- South East  
Hard Rock Hotel • August 17, 2023 5:00 PM
- I already explained. Allow shoppers to see whatever they want instead of worrying about how many items they are unfolding. Your associates are there to refold as many items i want to see.
- Mountain West  
North premium Outlets • July 22, 2023 5:00 PM
- Everyone likes to be greeted as soon as they walk in a store and no one greeted you and no one ever offered

## Behaviors (Checklist) + Products out of stock

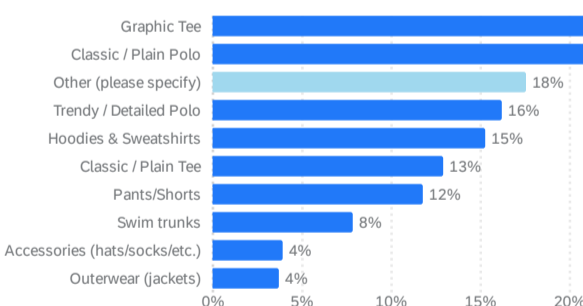
Standards checklist - Yes% 1,298



Standards checklist - Yes% | Monthly Trend 1,298



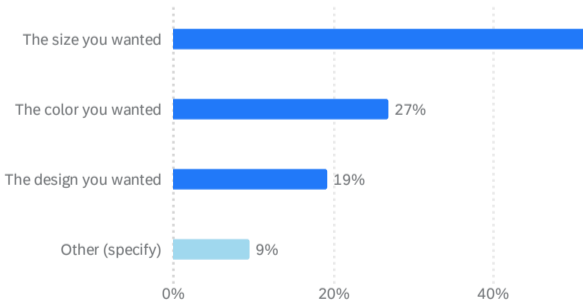
Items out of stock % Distribution 432



Other comments 74

- Other items out of stock
- North East  
Roosevelt Fields • August 26, 2023 5:00 PM
- Lack of sizes
- West Coast  
Desert Hills Outlet • August 25, 2023 5:00 PM
- Children wear

Characteristic not found % Distribution 401

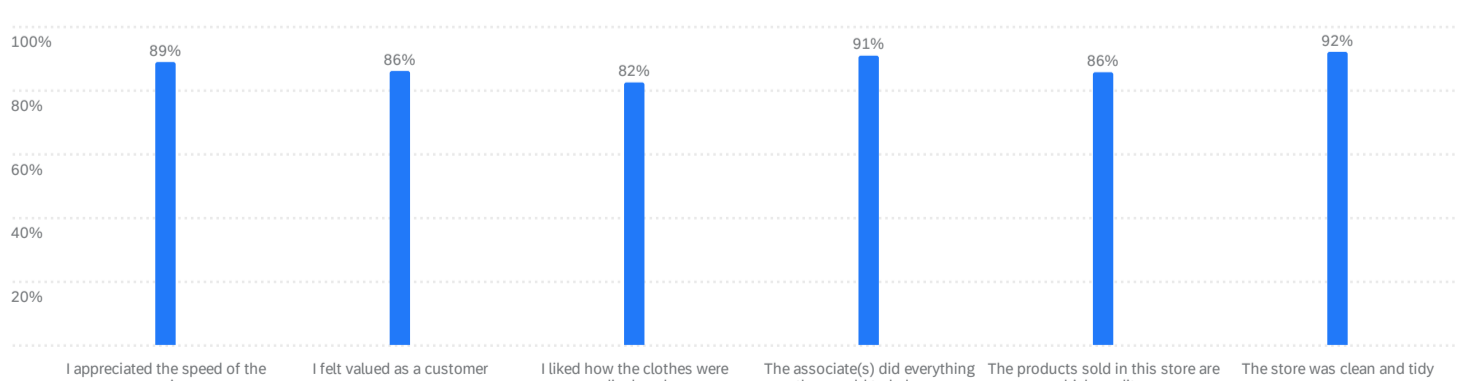


Other comments 33

- What were you not able to get?
- North East  
Garden State Plaza • August 18, 2023 5:00 PM
- Size
- West Coast  
Desert Hills Outlet • August 10, 2023 5:00 PM
- Im XL, very very limited to just 1 section because everything was out of stock Duo#

## Appreciation agreement ratings

Detailed store experience ratings - top 1 box% 1,238



Detailed store experience ratings - top 1 box% | Monthly Trend 1,238

