



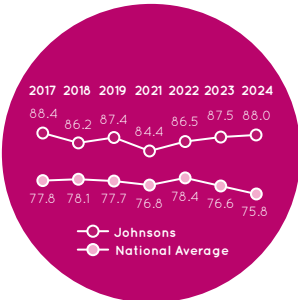
# JOHNSONS

Hotel, Restaurant & Catering Linen

## Our Customer Satisfaction Survey




we scored  
**88.0%**




cleanliness  
procedures  
availability  
accuracy  
communication  
service  
never had a problem  
delivery quality  
speed of response  
collection and returns  
completeness  
product range  
contract  
stock checks  
partial  
invoicing  
staff




our score rates us amongst  
the top business service  
delivery companies



Striving to provide consistent world class service

# Introduction

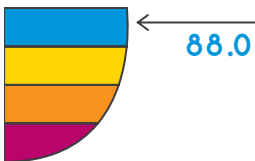
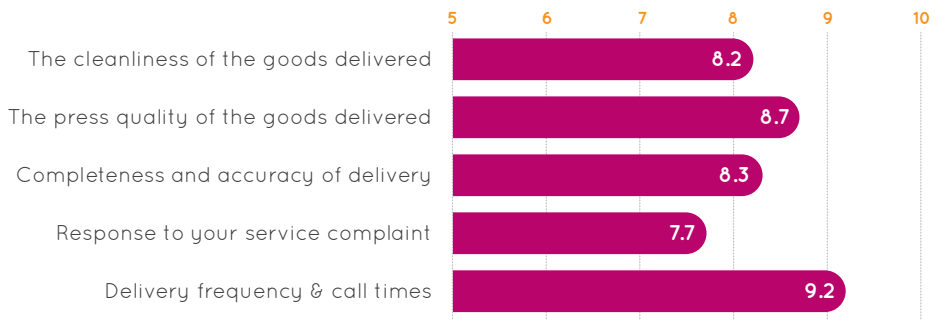
We aim to be the industry leader at delivering service and product quality. This is why we employ TLF Research to survey 400 of our customers each year, to discover what improvements need to be made to achieve world class customer service on a consistent basis.

Thank you to all of our customers who took the time to complete the survey with TLF Research, your feedback is greatly appreciated.

## How we scored

We believe that customer feedback is invaluable in allowing us to continually improve. We welcome it throughout all areas of our business.

The following chart shows our scoring out of 10 for the key factors that you told us were most important.



Our most recent customer satisfaction survey gave us a TLF rating of **88.0 out of 100**. This places us in the top 10% on the B2B league table. The feedback we receive is used to target those areas that really make a difference to our customers – and shape the service you receive.

**90.0%** of our customers are **satisfied or very satisfied** with our performance.



# What we do well at

These are the areas where you score us best.



The suitability of the products to your business



Delivery frequency and call times



Availability of products when placing new orders



Your delivery driver

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# Doing best what matters most

These are the areas that you told us were most important to you, that we will continue to improve on.



## Completion & accuracy of deliveries made

We will review our standards to improve our processes to deliver accurately every time.



## Response to your Service Complaints

Our number one priority in 2025. We will focus on delivering our promises and resolving any problems quickly and effectively.



## The Cleanliness of the Goods Delivered

We will continue to invest in new improved-technology machinery, new linen and uniforms to ensure that we supply quality products.



## Suitability of Products

We will continue to review and change as required the range of products we offer to meet our customers' needs.

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Supplying customers without long term contracts means our future success depends on our ability to satisfy our customers' needs consistent and well, and that's why our customer survey results are so important to us.

We aim to provide a quality service consistently, and a personal response to service issues and requirements that is second to none. To ensure we are performing well and discover any areas requiring improvement, each year we employ TLF Research to survey our customers. We use the feedback from our customers to maintain and improve our customer service.



In 2024, we achieved a score of 88.0. The national average is 75.8, so our score is a ringing endorsement of the efforts of our staff to provide the very best in product quality and delivery. However, we understand that within the detailed results and the customer comments, there are challenges to overcome and improvements to be made. Continuing to improve customer satisfaction is the most important measure of our business and will continue to be so and the scores you give us are shared widely within our business.

I'd like to thank those who gave their valuable time to speak to TLF Research on our behalf.

**Donald Smith, Managing Director**

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The whole team are a joy to work with and talk to. There is never anything that is too much trouble. We appreciate them and their environmental vision.



They are consistent and good at what they do.

The drivers are really good and always on time. The customer service team always help out straight away.



It's been easy to talk to Stalbridge and rearrange deliveries. They have been quick to respond and help us deliver a good service.



TLF Research  
Survey, 2024



**JOHNSONS**

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