

**Society of Saint Vincent De Paul
Stores Division Survey**

Conference: _____
 Contact _____ Phone: _____

In order to assist with the review of the Stores Division, an *Ad Hoc Stores Review Committee* has been established. *The Ad Hoc Committee* has developed this questionnaire to obtain information from Conferences on the frequency of use, importance and suggestions for improvement of our Stores Division. Please discuss it at your Conference meetings and complete each question. A summary of the responses will be compiled and made available. If you have any questions please contact (Louise at 416-364-5577 ext. 224).

1. Over the last year which of the following non-grocery store(s) have your neighbours in need redeemed vouchers provided by your conference (indicate with check(s)?)

60 Newcastle, Etobicoke _____	Port Credit Store _____
Broadview Store _____	Goodwill Store _____
Other (Please specify) _____	None were issued _____

2. Over the past year, how many times did your Conference use the following services offered the SSVV Stores Division?

Service	Usage	Please provide an explanation to help to explain usage
SSVP Bundle-Up Collections (number held)		
SSSVP Clothing Vouchers (number issued)		
Goodwill Vouchers (number issued)		
SSVP Household Goods Vouchers (number issued)		
SSVP Provision of New Beds (number ordered)		
SSVP Provision of New Tables and Chairs (number ordered)		
Other (please specify)		

3. In reflecting on your Conferences' experiences with the Stores Division, please indicate below the importance each Stores Division service has in serving the needs of your neighbours in need?

Service	(1) Minor or little Importance	(2) Somewhat Important	(3) Important	(4) Very important	(5) Critical Importance
SSVP Bundle-Up Collections					
SSVP Clothing Vouchers					
Goodwill Clothing Vouchers					
SSVP Household Goods Vouchers					
SSVP Provision of New Beds					
SSVP Provision of New Tables and Chairs					
SSVP Stores					
Other (specify)					

4. In the following table please let us know what the Stores Division is doing well; what requires improvement and any specific suggestions you have for improving the Stores Division services?

Service	What are we doing well?	What requires improvement?	Suggestions for Improvement
SSVP Bundle-Up Collections			
SSVP Clothing Vouchers)			
Goodwill Clothing Vouchers			
SSVP Household Goods Vouchers			
SSVP Provision of New Beds			
SSVP Provision of New Tables and Chairs			
SSVP Stores			
Other (Specify)			

5. We have some specific questions about our SSVP Stores that we would like you to answer.

a) Besides the SSVP operated stores please indicate below the other sources that your neighbours in need have available in your area to obtain used clothing and household items:

- No other sources exist in our area
- Goodwill
- Value Village
- Food banks/Out of the Cold
- Other

- please specify _____

b) In the past year have your members visited one or more of the SSVP Stores?

- Yes (Circle which one(s))
- 60 Newcastle Etobicoke
 - Port Credit
 - Broadview

No

c) How would you rate the store(s) visited on the following categories- check one?

60 Newcastle Etobicoke Store

Service Category	Appropriate	Somewhat Appropriate	Not Appropriate	Please explain
Merchandise Selection				
Merchandise Quality				
Merchandise Displays				
Prices Charged				
Customer Service				
Store Atmosphere				
Store Operating Hours				
Location				

Broadview Store

Service Category	Appropriate	Somewhat Appropriate	Not Appropriate	Please explain
Merchandise Selection				
Merchandise Quality				
Merchandise Displays				
Prices Charged				
Customer Service				
Store Atmosphere				
Store Operating Hours				
Location				

Port Credit Store

Service Category	Appropriate	Somewhat Appropriate	Not Appropriate	Please explain
Merchandise Selection				
Merchandise Quality				
Merchandise Displays				
Prices Charged				
Customer Service				
Store Atmosphere				
Store Operating Hours				
Location				

6). Please indicate your level of agreement/disagreement with the following statements concerning Bundle Sundays (Please skip this question if you do not hold Bundle Sundays)

Statement	(1) Strongly Disagree	(2) Disagree	(3) Neither Agree or Disagree	(4) Agree	(5) Strongly Agree
Bundle Sundays present a positive profile about SSVP in our Parish					
Our Parishioners like to make contributions					
Most Parishioners know what they can and cannot contribute to Bundle Sundays					
The material provided by Central Council is very helpful to holding and publicizing our Conference's Bundle Sundays					
The size of trucks provided meets our requirements					
The trucks provided present a good image of the Society of St. Vincent De Paul					
The trucks arrive at our Parish when required					
There is adequate signage provided for use on the day of our Bundle Sundays					
We have enough volunteers to staff the trucks on Bundle Sundays					

7). Are there any other Stores Division matters /concerns that we should consider in this review to better serve our neighbours in need?

8) Please add any suggestions you may have to improve our stores in addressing the needs of our neighbours in need and customers using our stores.
