



The easiest way to complete this survey is online at [surveymonkey.com/r/TSA-Trade](https://surveymonkey.com/r/TSA-Trade). Alternatively, you can print a copy of this survey, complete your response in writing, scan and return via email to [Adele.Zamani@salvationarmy.org.au](mailto:Adele.Zamani@salvationarmy.org.au)

## Have your say

### Trade | The Salvation Army Australia Territory

**Thanks for taking a few minutes to complete this survey. Trade plays a vital role in how we present and deliver the mission of The Salvation Army in our communities. Your responses will help us better understand how we can provide you with the best Trade experience into the future.**

**Your responses to this survey are anonymous.**

\* 1. I am a

- ☐ Officer
- ☐ Retired Officer
- ☐ Soldier
- ☐ Junior Soldier
- ☐ Adherent
- ☐ TSA Employee
- ☐ Volunteer
- ☐ Other (please specify)

2. Which TSA site(s) do you regularly attend?

- ☐ THQ Blackburn
- ☐ THQ Redfern
- ☐ THQ Glen Waverley
- ☐ EPlus Head Office Burwood
- ☐ Salvos Stores Support Office Mount Waverley
- ☐ Other (please provide the postcode or name of the TSA Mission Expression or Mission Enterprise you regularly attend)

- ☐ None of the above

3. When was the last time you interacted with Trade?

- ☐ Last week
- ☐ Last month
- ☐ Earlier this year
- ☐ Last year
- ☐ Last few years
- ☐ Never

4. How do you currently interact with Trade?

- ☐ In-Store
- ☐ Email
- ☐ Phone
- ☐ Online store
- ☐ Conferences & Events
- ☐ Social Media (Facebook)
- ☐ Other (please specify)

5. Which Trade store do you interact with mostly?

- ☐ Trade Melbourne (THQ Blackburn)
- ☐ Trade Sydney (Bexley North)
- ☐ Both

6. How frequently do you visit the local Trade stores in Melbourne or Sydney?

- ☐ Once a week
- ☐ Once a month
- ☐ Multiple times per year
- ☐ Once a year
- ☐ Never
- ☐ Other (please specify)

7. Which ways of accessing Trade are most important to you?

- ☐ In-Store
- ☐ Email
- ☐ Phone
- ☐ Online
- ☐ Conferences & Events
- ☐ Other (please specify)

8. What type of products do you typically access through Trade?

- ☐ Formal uniform
- ☐ Casual uniform
- ☐ Books
- ☐ Magazines
- ☐ CD's
- ☐ Sheet music
- ☐ Branded merchandise or gifts
- ☐ Resources for TSA Programs or Campaigns (eg. Just Brass, RAP)
- ☐ Other (please specify)

- ☐ I don't currently access any items from Trade

9. How likely are you to expand the use of TSA branded merchandise or uniform?

- ☐ Very likely
- ☐ Likely
- ☐ Somewhat likely
- ☐ Neither likely nor unlikely
- ☐ Somewhat unlikely
- ☐ Unlikely
- ☐ Very unlikely

Other (please specify)

10. Thinking about your last interaction with Trade, how would you rate the following aspects of your experience?

	Strongly disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
Price - I felt items were reasonably priced and affordable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality - I was happy with the quality of the items available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Style - I was happy with the style and design of items available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability - I was able to find the items that I was looking for	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Convenience - I could access items where and when I needed them	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness - I could get items where and when I needed them in a reasonable period of time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer Service - I was happy with the level of service provided to me from the team	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Overall, please rate your satisfaction with your current experience with Trade

☐
☐
☐
☐
☐

12. Is there any other feedback you have regarding your Trade experience that could help us improve?



Please scan and email completed hard copy responses to Adele.Zamani@salvationarmy.org.au