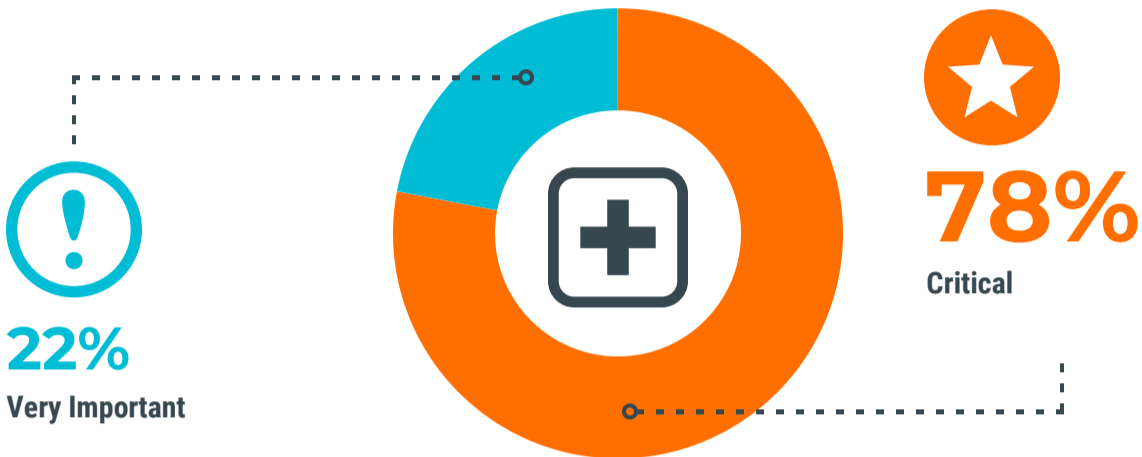


Impact of Health & Hygiene on Senior Living Customer Spending Habits

Over 100 restaurants, hotels, senior living facilities, and retail establishments were surveyed and asked to share their thoughts on how their health and hygiene practices would impact their customers' decision to visit or shop

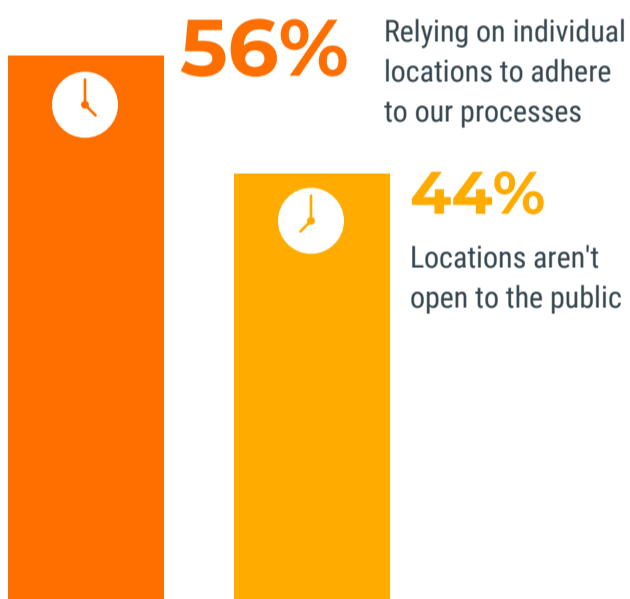
#1

How important do you feel having proper health and hygiene measures in place is to your customers?



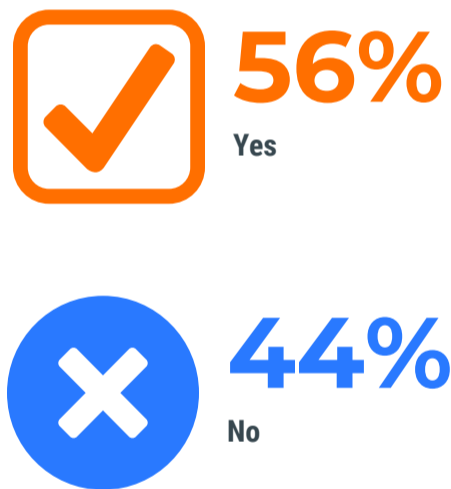
#2

How is your organization measuring the health and hygiene practices to protect employees and customers from COVID-19?



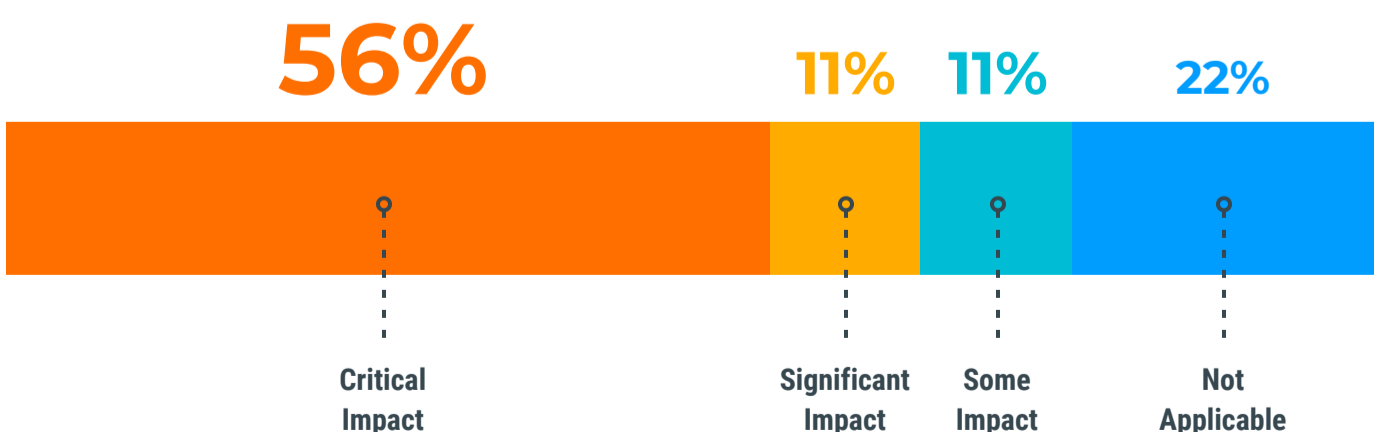
#3

Are you collecting feedback from your customers on how they feel about the health and hygiene measures put in place?



#4

Based on the feedback you are collecting, which of the following best describes your customer's sentiment on health and hygiene and their decision to shop/visit?



For more than 25 years, A Closer Look has partnered with a variety of businesses across North America to provide in-depth customer experience feedback. We specialize in using qualified, independently contracted evaluators that assess our clients' current customer experience operation through detailed stories, which, when paired with data analytics, help identify friction points that provide clarity on how to improve brand loyalty and maximize profitability.