

## Happy Days in Northam

Happy Days Coffee Pot in Northam, Western Australia came up with the trifecta at the Avon Valley Business Excellence Awards held in October 2018 winning the following awards:

- Best Avon Valley Business of the Year
- Best Business 5-9 Employees
- People's Choice

Owners Brad and Sue Day said, *"We were so proud of our team and our business management"* and were kind enough to add, *"Jurek, we gained so much knowledge from your seminars held in Northam. Please find attached the Welcome Card, Feedback Card and Cleaning sign we designed and introduced to our café after going to your seminars. Thank you so much for help with our business."*

It's great when busy business owners take the time to implement small improvements and inject their personality into the process. Check out the examples below and on the following pages.

Here is the Welcome Card they place on their café tables.



Here is the front and back of the Feedback Cards on their tables.



And this is the form inside



**YOUR FEEDBACK**

SERVICE	POOR	AVERAGE						EXCELLENT		
Friendliness	1	2	3	4	5	6	7	8	9	10
Efficiency	1	2	3	4	5	6	7	8	9	10
<b>FOOD</b>										
Quality	1	2	3	4	5	6	7	8	9	10
Appearance	1	2	3	4	5	6	7	8	9	10
Taste	1	2	3	4	5	6	7	8	9	10
<b>DRINKS</b>										
	1	2	3	4	5	6	7	8	9	10
<b>PREMISES</b>										
Cleanliness	1	2	3	4	5	6	7	8	9	10
Comfort	1	2	3	4	5	6	7	8	9	10

What did you like about Happy Days? \_\_\_\_\_

Was there anything you didn't like? \_\_\_\_\_

How did hear about us? \_\_\_\_\_

Could you give us one recommendation or idea to improve our cafe for Our guests \_\_\_\_\_

Here is the cleaning sign they have introduced to make their customers feel welcome whilst cleaning.

