

Village Cellars Australian Wine Campaign 2020 (3)

‘Glazmataz Free 1-Month Trial’ Post-use Questionnaire

This questionnaire is part of the "Glazmataz free 1-month trial".

Please fill in all the following questions about before and after usage within 1 week of completing the trial, and send to us.

Thank you for your feedback.

Village Cellars K.K.

1 Restaurant name			
2 Contact person		3 Contact phone	

4-1 **【Normal use】** How do you normally collect and handle glasses after use for washing? (Multiple OK)

- Hand carry (holding glasses between your fingers)
- Carry on a tray
- Collect directly on the washing rack
- Other:.....

4-2 **【Glazmataz free 1 month trial】** How did you collect and handle glasses after use for washing? (Multiple OK)

- Same as 4-1 above
- With Glazmataz
- Other:.....

5-1 **【Normal use】**After collecting the used glasses (as in Q4), how do you stack or store them prior to washing?

(Multiple OK)

- In the washing rack
- With the dirty dishes
- In the sink
- Other:.....

5-2 **【Glazmataz free 1 month trial】** After collecting used glasses (as in Q4), how do you stack or store them prior to washing?

(Multiple OK)

- Same as 5-1 above
- In Glazmataz
- Other:.....

6-1 **【Normal use】** How do you usually wash glasses? (Multiple OK)

- 【Machine made】**Hand wash
- 【Handmade】**Hand wash
- 【Machine made】**Machine wash (no partition in wash rack)
- 【Handmade】**Machine wash (no partition in wash rack)
- 【Machine made】**Machine wash (partition in wash rack)
- 【Handmade】**Machine wash (partition in wash rack)

6-2 **【Glazmataz free 1 month trial】** Did you wash the following in Glazmataz? (Multiple OK)

- 【Machine made】**No (Hand wash)
- 【Handmade】**No (Hand wash)
- 【Machine made】**Yes (Machine wash with Glazmataz)
- 【Handmade】**Yes (Machine wash with Glazmataz)
- 【Machine made】**No (Machine wash w/o Glazmataz)
- 【Handmade】**No (Machine wash w/o Glazmataz)



7-1 **【Normal use】** How do you usually store glasses after cleaning? (Multiple OK)

- | | |
|--|--|
| <input type="checkbox"/> 【Machine made】 Stored in a washing rack | <input type="checkbox"/> 【Handmade】 Storage in a washing rack |
| <input type="checkbox"/> 【Machine made】 Shelf and/or hanging method | <input type="checkbox"/> 【Handmade】 Shelf and/or hanging method |
| <input type="checkbox"/> 【Machine made】 Other | <input type="checkbox"/> 【Handmade】 Other |

7-2 **【Glazmataz free 1 month trial】** How did you store glasses after washing in Glazmataz? (Multiple OK)

- | | |
|--|--|
| <input type="checkbox"/> 【Machine made】 Same as 7-1 | <input type="checkbox"/> 【Handmade】 Same as 7-1 |
| <input type="checkbox"/> 【Machine made】 Stored in Glazmataz | <input type="checkbox"/> 【Handmade】 Stored in Glazmataz |

8 How often are glasses broken during washing?

- Rarely 2-3 times/month Once/month Once/week About once/day More than once/day

9 How many glasses are broken during set-up and after use (cleaning and storing) each year?

- 0 - 12 glasses 13 – 24 glasses 25 – 48 glasses 49 – 72 glasses 73 – 108 glasses 108 or more glasses

10 How many glasses are broken by customers during use each year?

- 0 - 12 glasses 13 – 24 glasses 25 – 48 glasses 49 – 72 glasses 73 – 108 glasses 108 or more glasses

11 Do you think you can reduce glass damage by using 'Glazmataz' in the future?

- Yes No

12 Has using 'Glazmataz' changed work efficiency?

- It saves a lot of time It saves a little time No change It took longer than before

13 Are you interested in calculating the cost-saving effect of using Glazmataz online? (We will send more information.)

- Yes No

14 Do you want to use Glazmataz in the future?

- Definitely I want to think about it No plan to use it

15 Please share with us any further comments, opinions and impressions.

Thank you for your cooperation.

Village Cellars K.K. (FAX to 0766-72-8681)