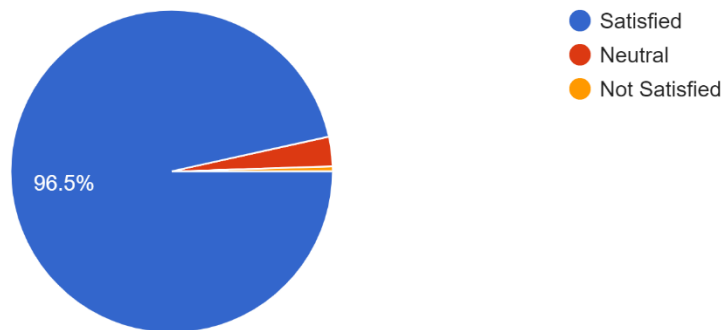


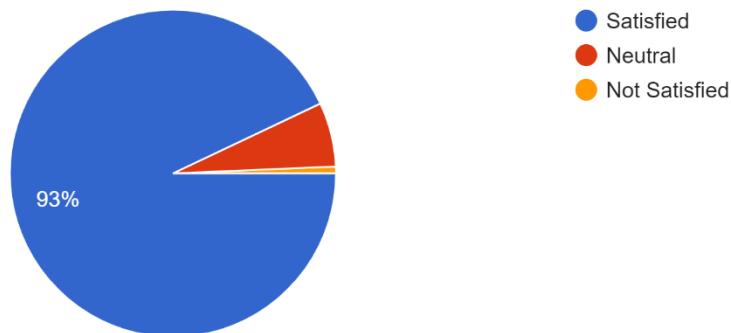


## 2023 Customer Satisfaction Results

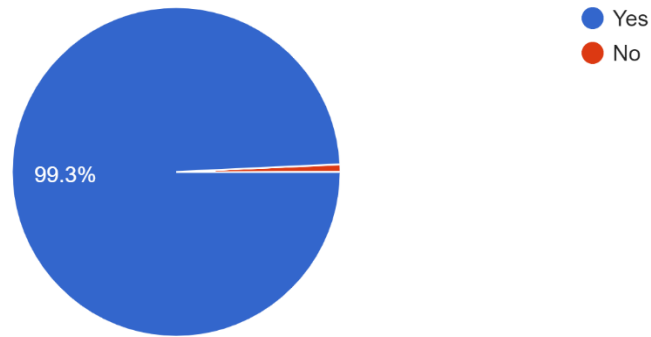
For shoppers: Was our store clean and welcoming? (If you only donate and don't shop in-store, please skip this question.)



For Donors: How was our customer service during the donation process? (If you only shop and don't donate, please skip this question.)



Would you recommend ThriftWorks! to your friends and family?



**Trends:** 2023 is the 10<sup>th</sup> year of operation and survey results from ThriftWorks!. ThriftWorks! overall satisfaction for 2023 was 95.98% which is down slightly from 2022 which was 97.84%. ThriftWorks! will continue to strive for high customer satisfaction by providing continued training to both staff and clients, staying current in market trends, and creating a welcoming shopping and donating experience for our stakeholders.