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As retailers face 2020's myriad challenges, awards go to those who've kept the focus on customers

Each year hundreds of brands compete for the Roy Morgan Customer Satisfaction Awards across nine categories. The Retail category recognises excellence across the customer experience in everything from Coffee Shops to Furniture and Electrical.

The awards are coveted because they are decided not by a small judging panel but by tens of thousands of consumers sharing honest opinions via Roy Morgan Single Source, Australia's largest and longest-running database of consumer insights, continuously updated year-round.

Different types of retailers faced very different challenges as the COVID-19 pandemic unfolded. Food outlets pivoted from eat-in to takeaway only; pharmacies found ways to manage tele-health prescriptions; and furniture and hardware stores dealt with extraordinary demand for home-office equipment.

But despite the differences in their day to day operations, all the winners of the Monthly Customer Satisfaction Awards listed below share a determination to deliver the best experience possible for everyone who walks through their doors or visits their websites.

Retail category monthly award winners for June:

Auto Store of the Month	Autobarn
Chemist/Pharmacy of the Month	Terry White Chemmart
Clothing Store of the Month	Jeanswest
Coffee Shop of the Month	Muffin Break
Department Store of the Month	Myer
Discount Department Store of the Month	Costco
Discount Variety Store of the Month	The Reject Shop
Furniture/Electrical Store of the Month	JB Hi-Fi
Major Furniture/Electrical Store of the Month	JB Hi-Fi
Hardware Store of the Month	Bunnings Warehouse
Liquor Store of the Month	First Choice Liquor
Shoe Store of the Month	The Athlete's Foot
Sports Store of the Month	Rebel

Roy Morgan CEO, Michele Levine, says:

"There's only one way to win a Roy Morgan Customer Satisfaction Award — by delivering so strongly for your customers that they recognise your commitment and rate you ahead of the pack. Keeping that impressive level of service has been especially challenging this year, but each of these monthly winners has found a way to go above and beyond. However they all know other worthy competitors are nipping at their heels, and each one has their eye on the big prize: the annual awards recognising the Retailers of the Year. That's great news for consumers, who benefit when brands strive to please."

Michele Levine is available for interview. Phone (03) 9224 5309

To find out more about Roy Morgan Single Source data or to further explore Australian consumer behaviour call (03) 9224 5309 or email askroymorgan@roymorgan.com

About Roy Morgan

Roy Morgan is the source of the most comprehensive data on Australians' behaviour and attitudes, surveying 1,000 people in a continuous cycle that has been running for two decades. The company has more than 75 years' experience collecting objective, independent information. To go deeper on this or any other subject, ask Roy Morgan.

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