

Waitrose and John Lewis named top of the shops by Which?



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Press Release Summary: Waitrose named as the number one high street retailer for customer service in an annual survey by consumer magazine Which?

Press Release Body: **Waitrose has been recognised as the number one high street retailer for customer service in an annual survey by consumer magazine Which?**

The supermarket achieved impressive scores from a 10,000-strong panel of shoppers for the quality of products, customer service, in-store experience and the convenience of its shops - opening up clear distance on other [food retailers](#).

Last year's winner **John Lewis department stores** came second in the survey. [Waitrose](#) and **John Lewis**, which are both part of the **John Lewis Partnership**, have taken the top two spots in the survey for the last three years.

Charlie Mayfield, Chairman of the John Lewis Partnership, said:

*"We are delighted that shoppers have again voted **Waitrose and John Lewis Britain's top retailers**. It is testament to the skill and commitment of our 68,000 employees, who, as Partners, own our business. Partners will be very proud that this independent survey of*

10,000 customers says that the quality and service they receive in Waitrose and **John Lewis** is second to none”.

Mark Price, Managing Director of Waitrose, said:

“Although we have grown rapidly as a business in recent years, great customer service and quality products remain the cornerstones of what we do.”

He added, *“The co-owned structure of our business - with employees sharing in the profits - means that the service ethos is deeply ingrained in how we work. Our Partners know that by delighting customers time after time, they are contributing to the success of the business and will reap the rewards.”*

Notes to Editors:

Which? Survey - In September to November 2007, **Which?** asked 10,963 members of its online panel to rate their satisfaction with and likelihood to recommend the retailers they use from a list of 77 well-known stores and independent retailers. Shops were given scores for their service, in store experience, product, price and convenience. Waitrose finished top of the **Which?** survey in 2006, and was second behind John Lewis in 2007.

The John Lewis Partnership - **The John Lewis Partnership** operates 26 department stores across the UK, **John Lewis Direct** - a website and catalogue business, 187 [Waitrose supermarkets](#) and **Greenbee**, a new direct services company. The business has an annual turnover of over £6bn. **John Lewis** - **John Lewis** typically stocks more than 350,000 separate lines. The website stocks more than 26,000 lines focused on the best of home and giftware and is consistently ranked one of the top online shopping destinations in the UK.

Waitrose - **Waitrose** combines the convenience of a [supermarket](#) with the expertise and service of a specialist shop. It offers fresh and frozen foods, wines and groceries as well as delicatessen, cheese, [fresh fish](#), meat, patisserie and hot-food counters. **Waitrose** is dedicated to offering quality food that has been responsibly sourced combined with high standards of customer service.

The John Lewis Partnership is one of the UK's top ten retail

businesses with 27 **John Lewis** department stores and 186 Waitrose supermarkets. The Partnership is Britain's biggest and longest surviving example of worker co-ownership. All 68,000 permanent staff are Partners in the business and share in its profits - that's why they care about the customers - and the suppliers - and the future.

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