

CUSTOMER SATISFACTION SURVEY 22/23





PERFORMANCE HIGHLIGHTS

32%



Dedicately looking for THE FIZZ solution during search

33%



Found THE FIZZ because of personal recommendation

First Impression



Service Satisfaction



78%



Booked their room online

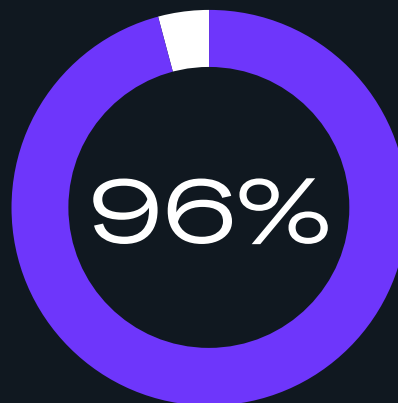
THE FIZZ



Previous Home

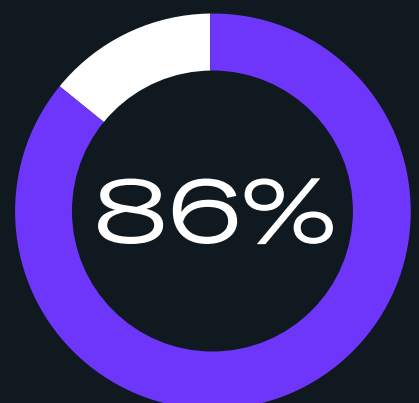


96%



Are feeling well in their apartment

86%



Would choose THE FIZZ again

WHAT OUR CUSTOMERS WANT

Shared living experience without shared living problems.



Internet Quality

Friction free service experience



Gym & Storage



Rental Item Availability



Cashless Payment



Team Availability

Personal caretaking & belonging



Communication & Information



On-Off Boarding



Individual Space & Community Life



Price / Value Relation

Feeling of quality & security



Heating & Air Condition



Soundproof Rooms



Cleaning Quality

Extract of 5000+ individual qualitative statements from the CSS 2022/2023.

