

3. Retail and Similar Services

The following comments were made concerning shops and services used.

	Number of comments made	Number of positive comments	Number of negative comments	Number of informative comments	Improvements requested
Hanley Swan Village Stores	63	55	4	4	Opening hours, prices, stock range
Hanley Swan Bakery	58	5	43	10	Quality
Butcher	53	37	3	13	Price
Hanley Castle P.O. & Store	27	7	7	13	Stock range, parking
Hanley Swan Garage	37	15	12	10	Opening hours, petrol
The Swan	41	3	33	5	Wholesale refurbishment, quality, attitude
The Three Kings	39	23	6	10	Maintenance/decoration, smoking
Doorstep Milk Delivery	41	8	11	22	Timing of delivery, cost