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| Supermarket | Trolleys and baskets available at the entrance  New checkouts opened to keep queues down  Tidy store (boxes/ cartons tidied away)  Clear signage  Good/ reliable stock  Car parking space at out-of-town stores  Plastic bag recycling  Other recycling facilities  “Food bank” collection point  Morrisons offer cloths to wipe baskets/ trolleys when it is raining |
| Hairdressers | Magazines (Hello!, Glamour, Elle)  Tea/ coffee & biscuit  Conversation  Hairspray  Tidy salon – sweeping up the hair  Sweet on departure |
| Barbers | Magazines (Nuts, Zoo, GQ, FourFourTwo)  Television – showing sport  Conversation/ banter  Cloak to prevent hair getting on clothes  Tidy salon – sweeping up the hair  Sweet for children |
| Car showroom |  |
| Fast food restaurant | Quick service  Litter collection patrols  Cleanliness  Well cooked food  Hygienic food storage  Toys with children’s meals  Children’s activities (e.g. colouring) for those eating in  Children’s party activities |
| Haute cuisine restaurant |  |
| Public House |  |
| Mobile telephone company | Reliable service  Good coverage  Bundling (text & data with voice calls)  Technical advice  Reminders of contract ending dates  Regular phone upgrades  Latest phone models  Cloud storage |
| Gas/ electric supplier |  |
| Corner shop |  |
| Sandwich shop |  |
| Coffee bar |  |
| Dentist |  |
| Department store |  |
| Student support services in a college |  |
| Library |  |