

BESPOKE SURVEYS

BBWI Deep Dive, Vol 7

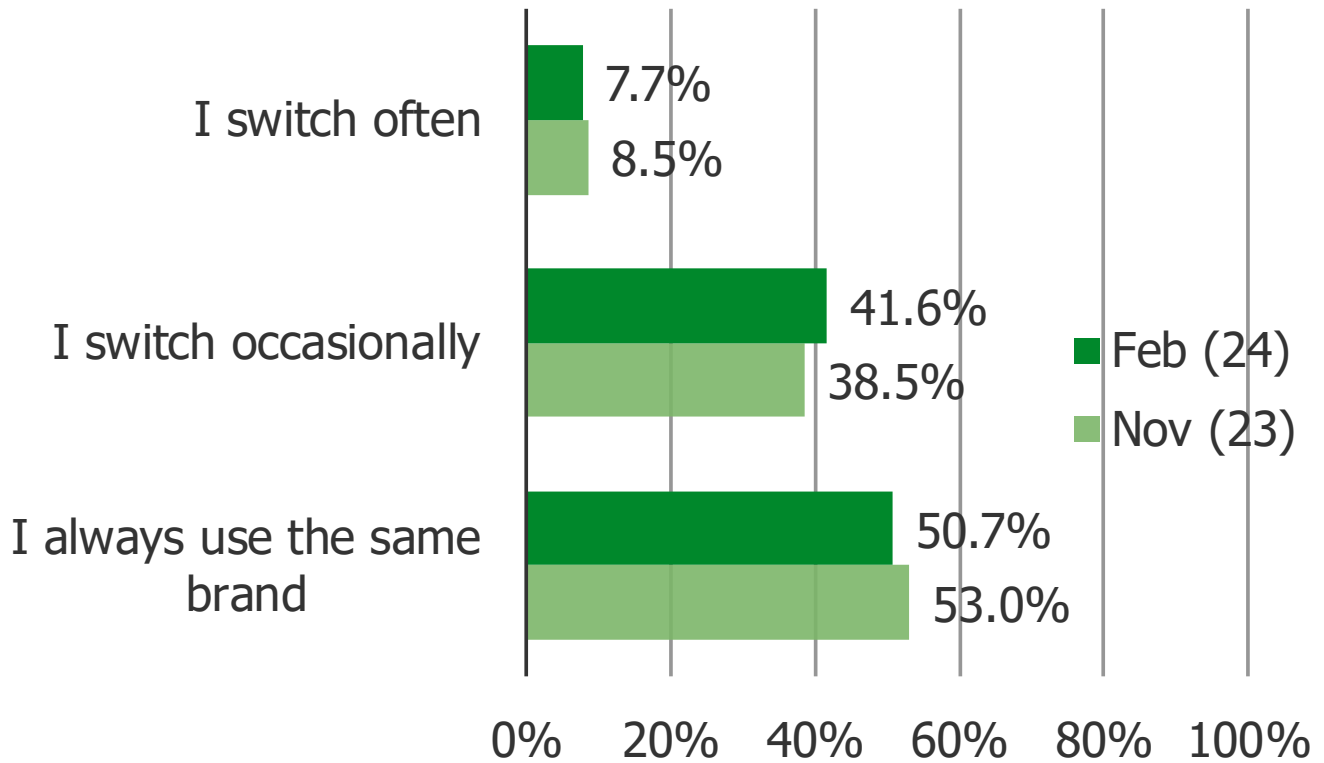
1250+ Respondents Per Quarter

Bath and Body Works

RECENTLY ADDED QUESTIONS

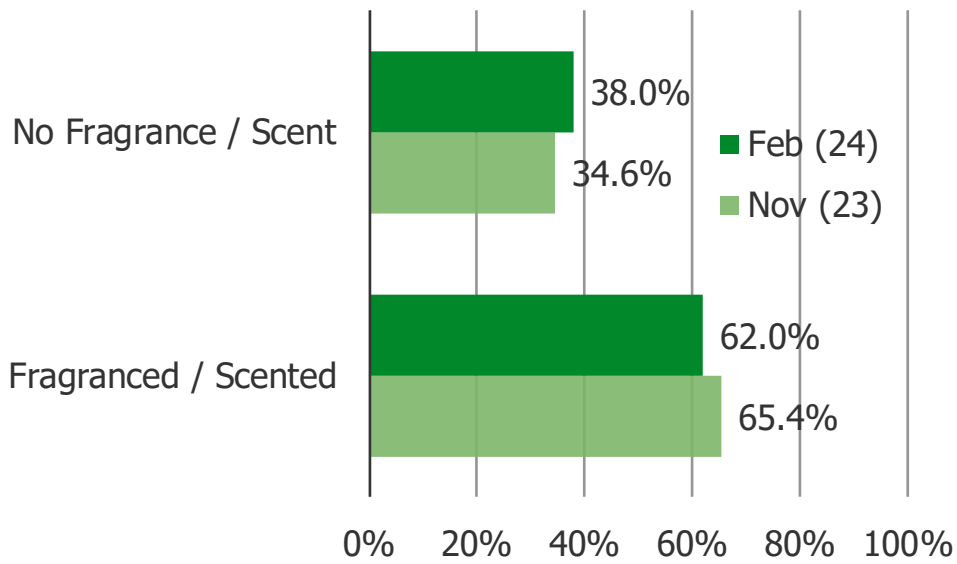
DO YOU TYPICALLY USE ONE LAUNDRY DETERGENT BRAND, OR DO YOU SWITCH FROM ONE TO THE OTHER FREQUENTLY?

Posed to all respondents.

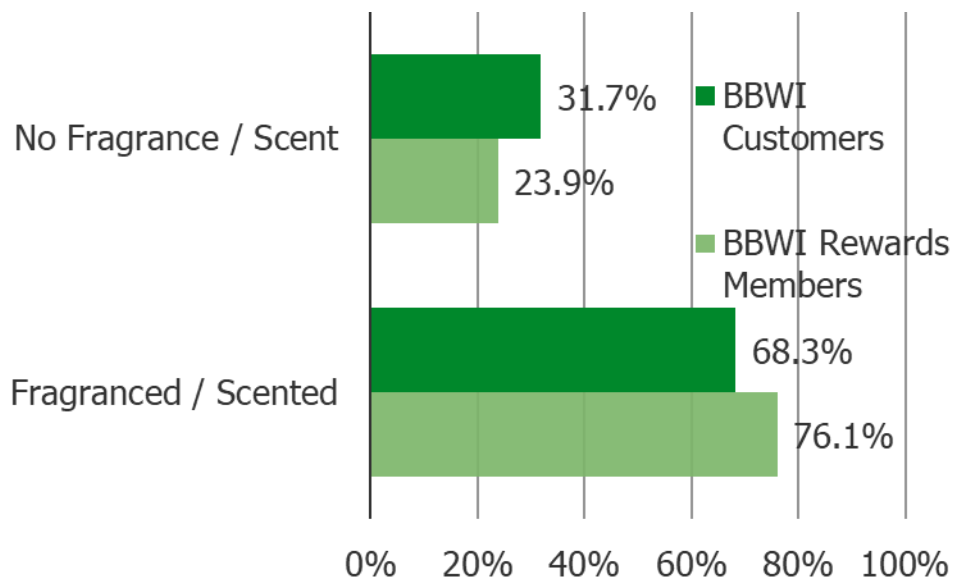


WHEN IT COMES TO LAUNDRY DETERGENT, DO YOU PREFER...?

Posed to all respondents.

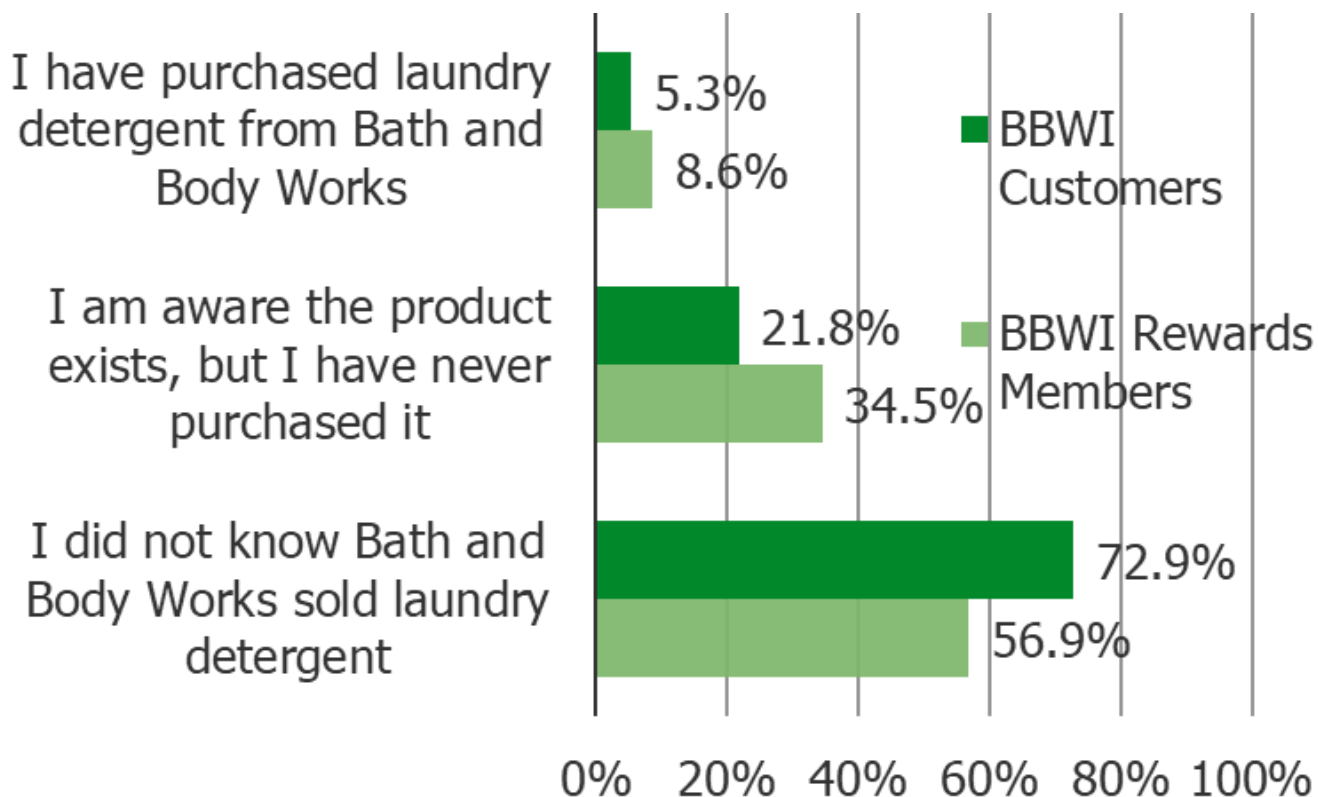


Data Above Cross-Tabbed



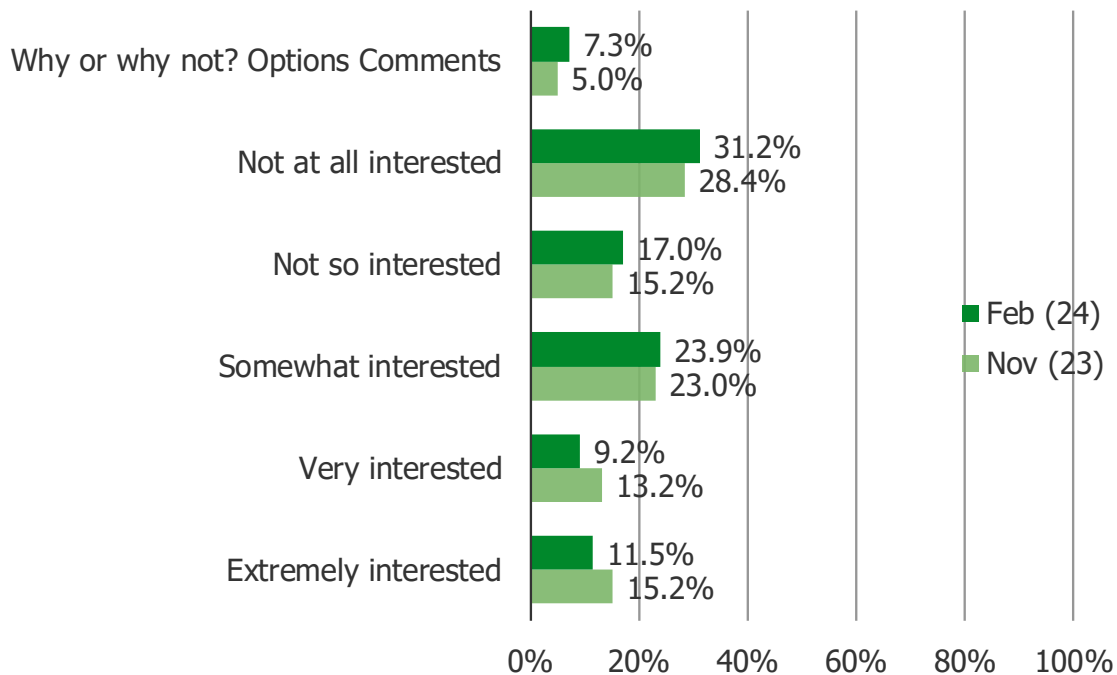
WHICH OF THE FOLLOWING BEST DESCRIBES YOUR EXPERIENCE WITH BATH AND BODY WORKS LAUNDRY DETERGENT? PLEASE NOTE: WE ARE REFERRING TO BATH AND BODY WORKS (PICTURES ABOVE), NOT BED BATH AND BEYOND.

Posed to all respondents.

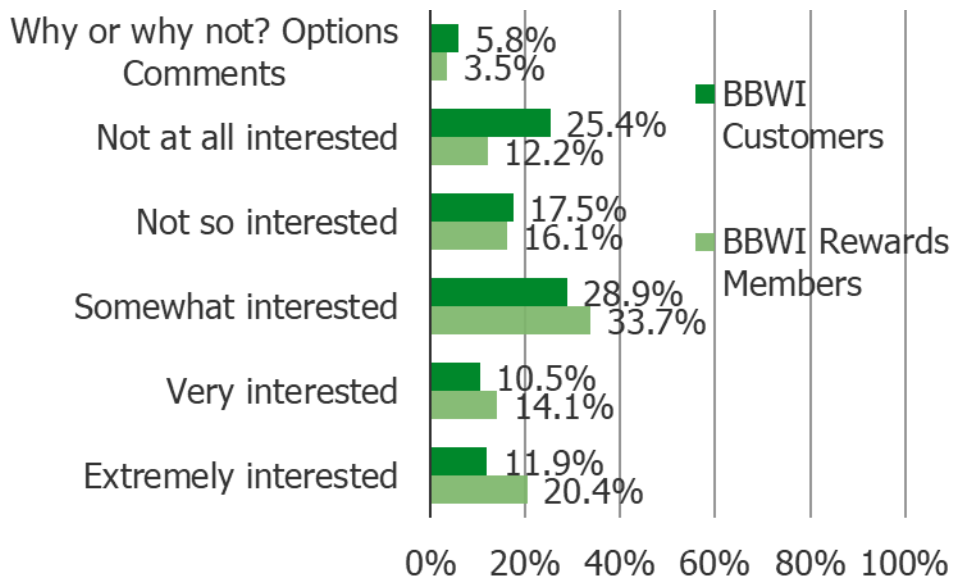


HOW MUCH INTEREST DO YOU HAVE IN BUYING LAUNDRY DETERGENT FROM BATH AND BODY WORKS?

Posed to all respondents.

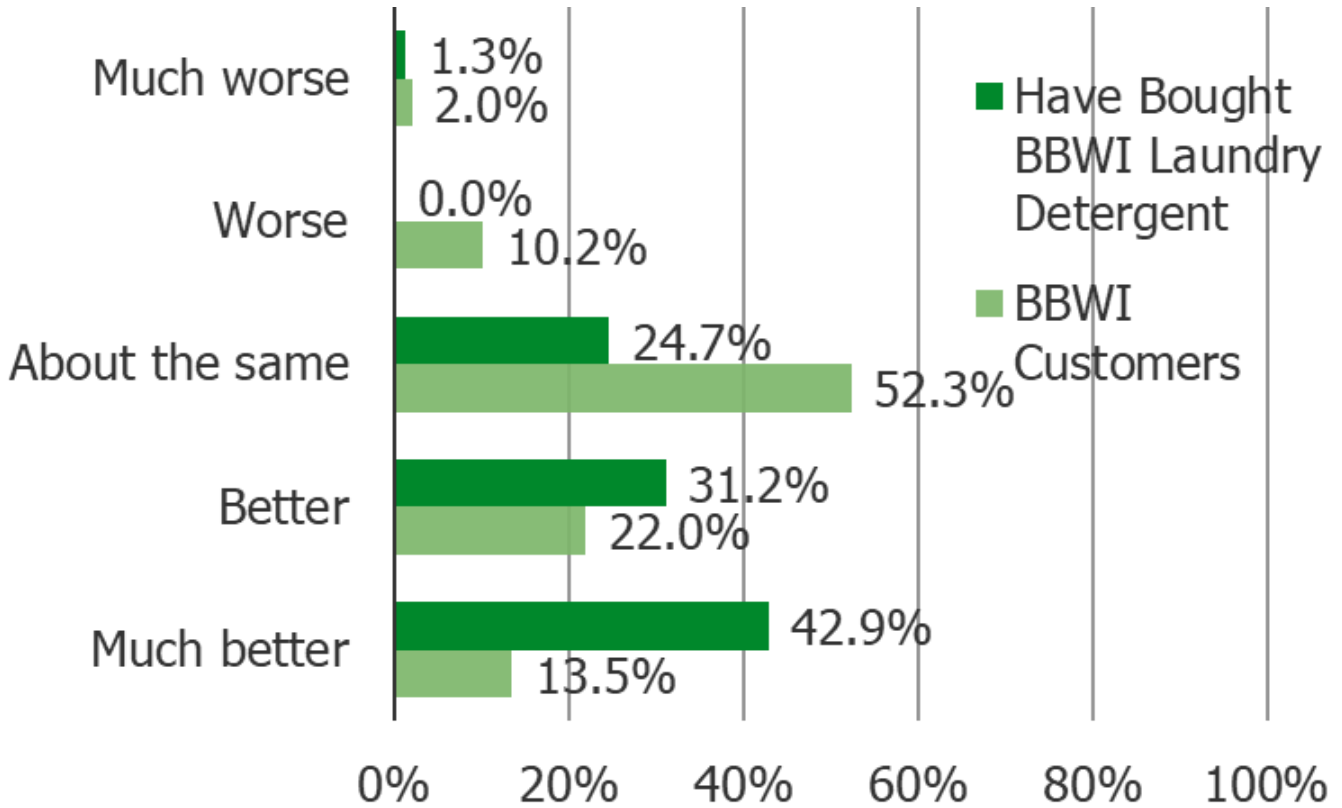


Cross-Tabbing the above data...



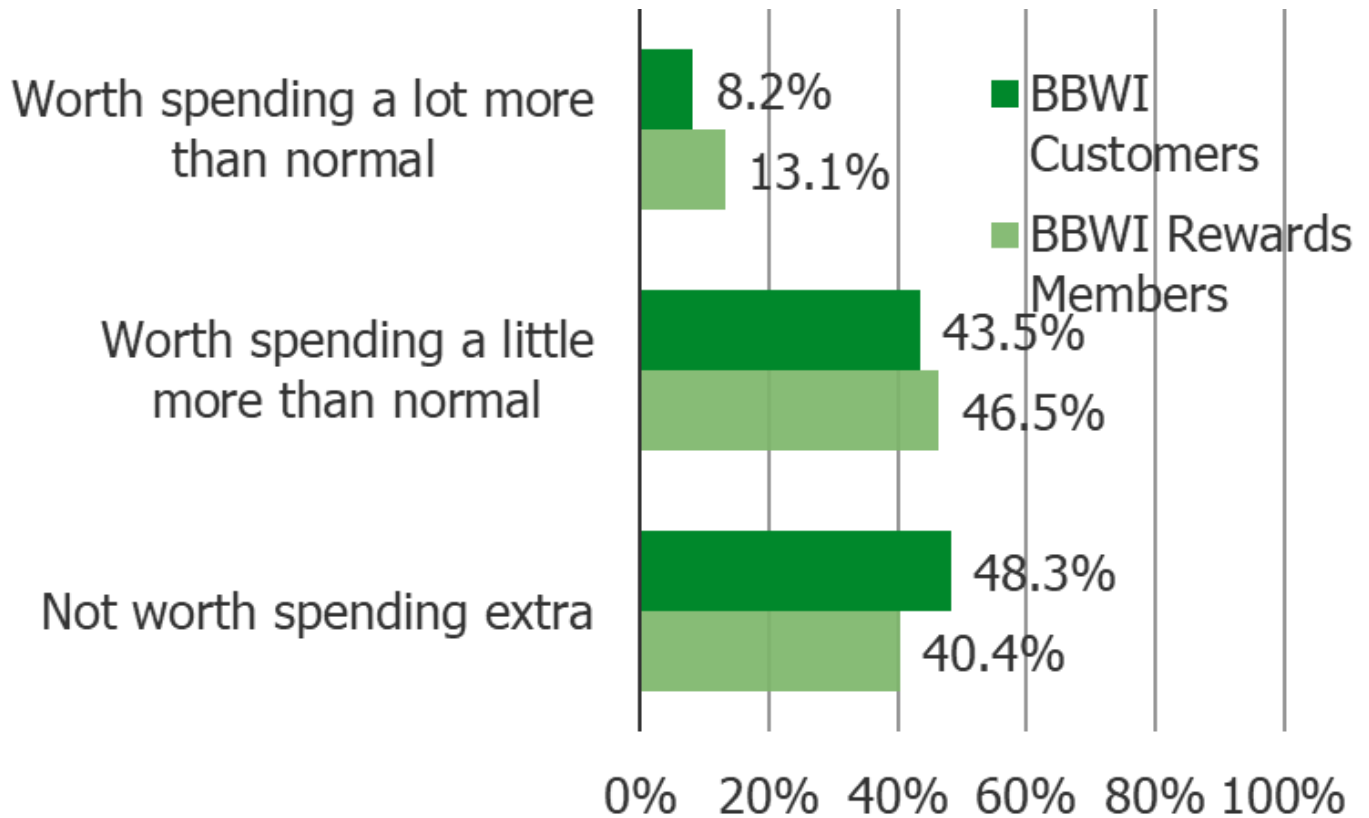
DO YOU THINK LAUNDRY DETERGENT FROM BATH AND BODY WORKS WOULD BE BETTER OR WORSE THAN THE LAUNDRY DETERGENT YOU TYPICALLY USE?

Posed to Bath and Body Works customers.



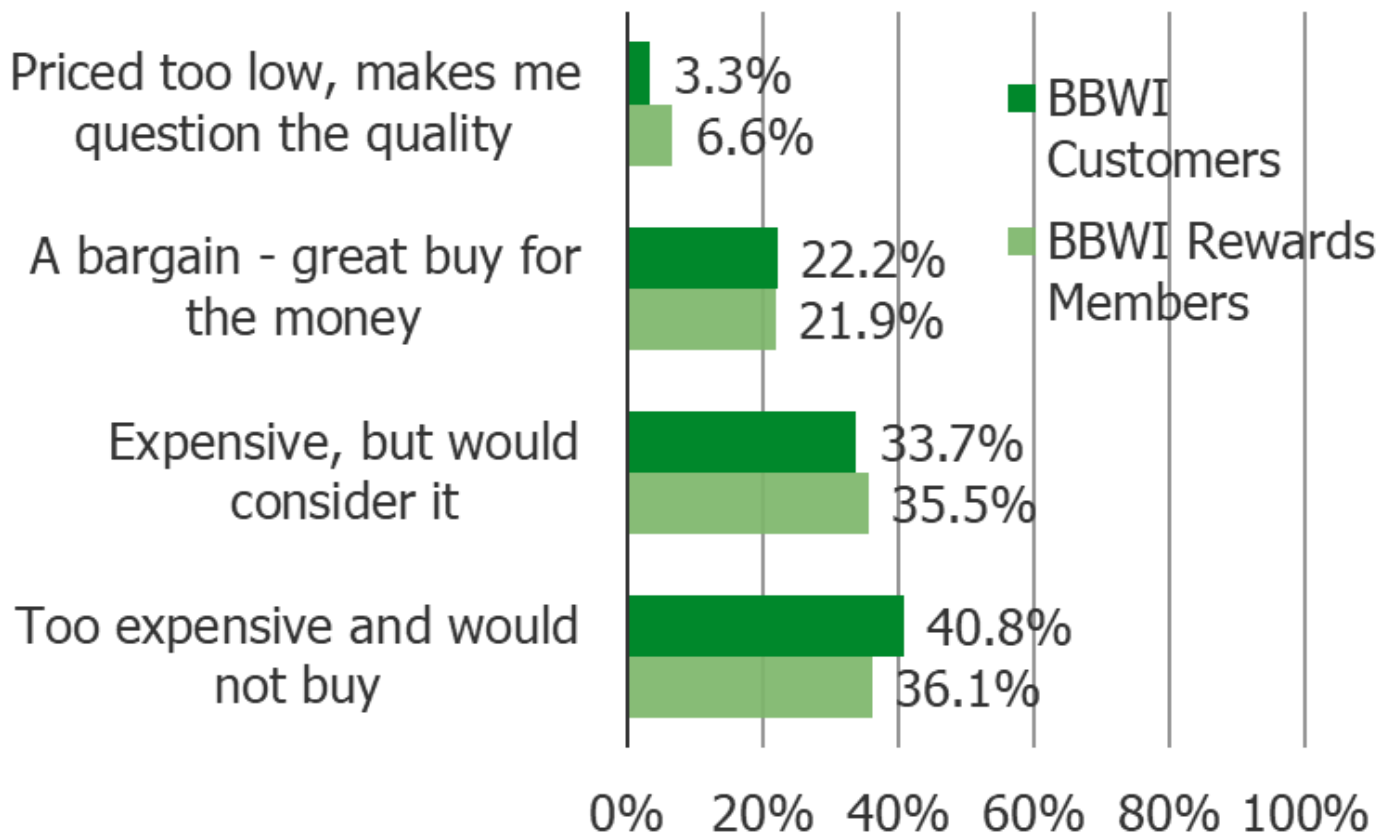
IN YOUR OPINION, WOULD YOU THINK IT IS WORTH SPENDING MORE MONEY TO BUY BATH AND BODY WORKS LAUNDRY DETERGENT COMPARED TO WHAT YOU HAVE TYPICALLY USED?

Posed to Bath and Body Works customers.



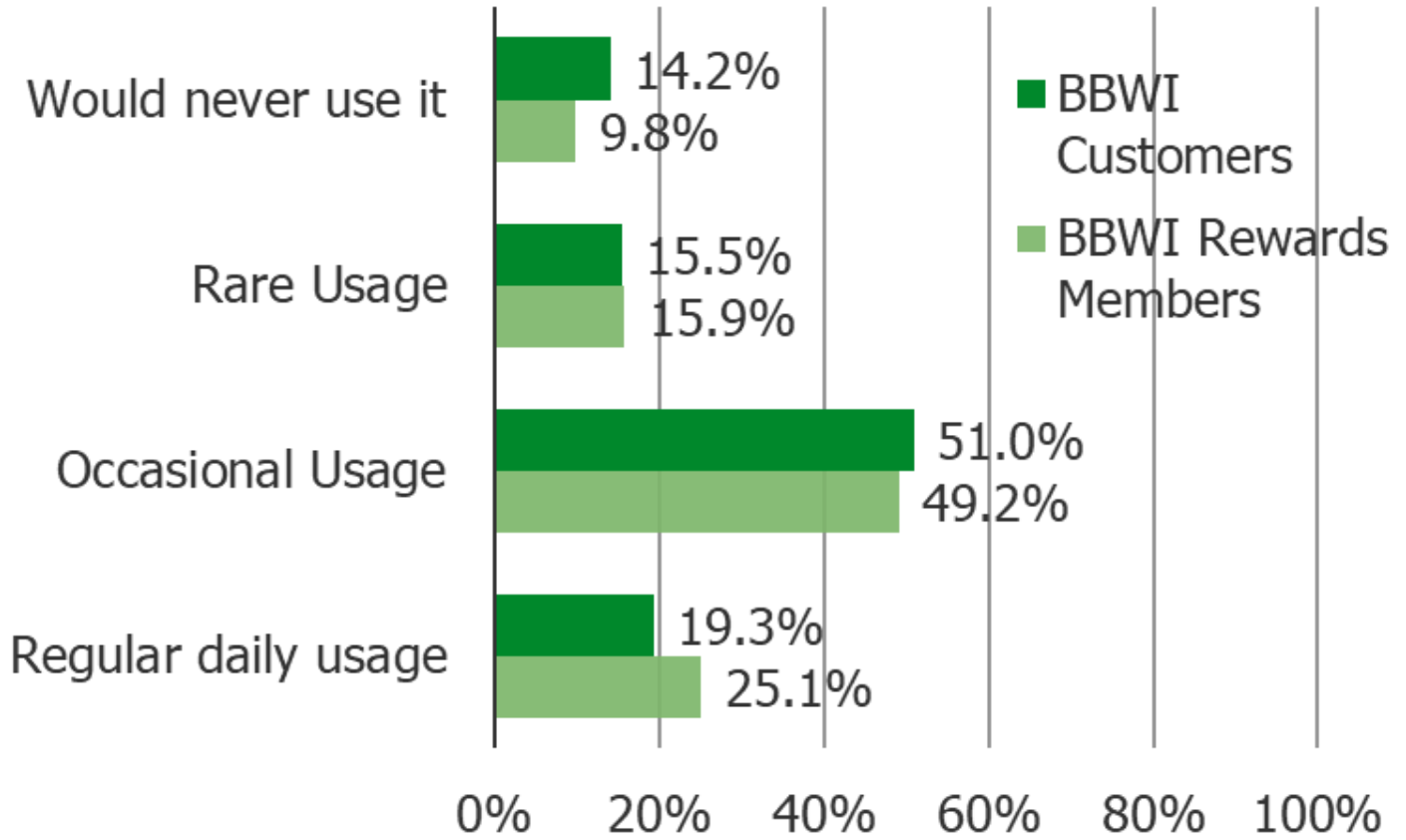
ABOVE ARE IMAGES OF BATH AND BODY WORKS LAUNDRY DETERGENTS AND THE PRICE TO BUY THEM (\$19.95 PER BOTTLE, 32 FL OZ / 946 ML). WHEN YOU SEE THESE PRICES, WHICH OF THE FOLLOWING BEST DESCRIBES YOUR OPINION OF THEM...

Posed to Bath and Body Works customers.



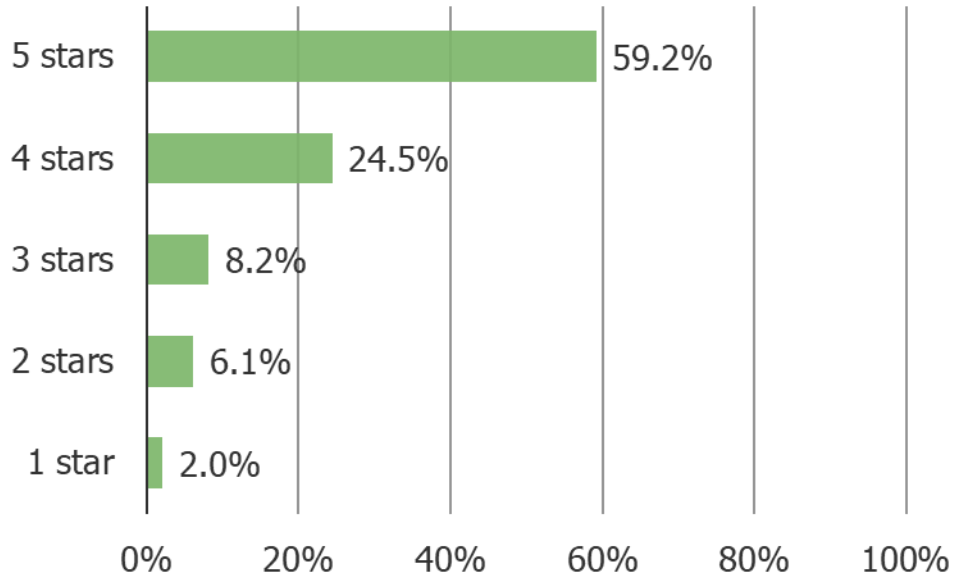
IN YOUR VIEW, WOULD LAUNDRY DETERGENT FROM BATH AND BODY WORKS BE BEST FOR...

Posed to Bath and Body Works customers.



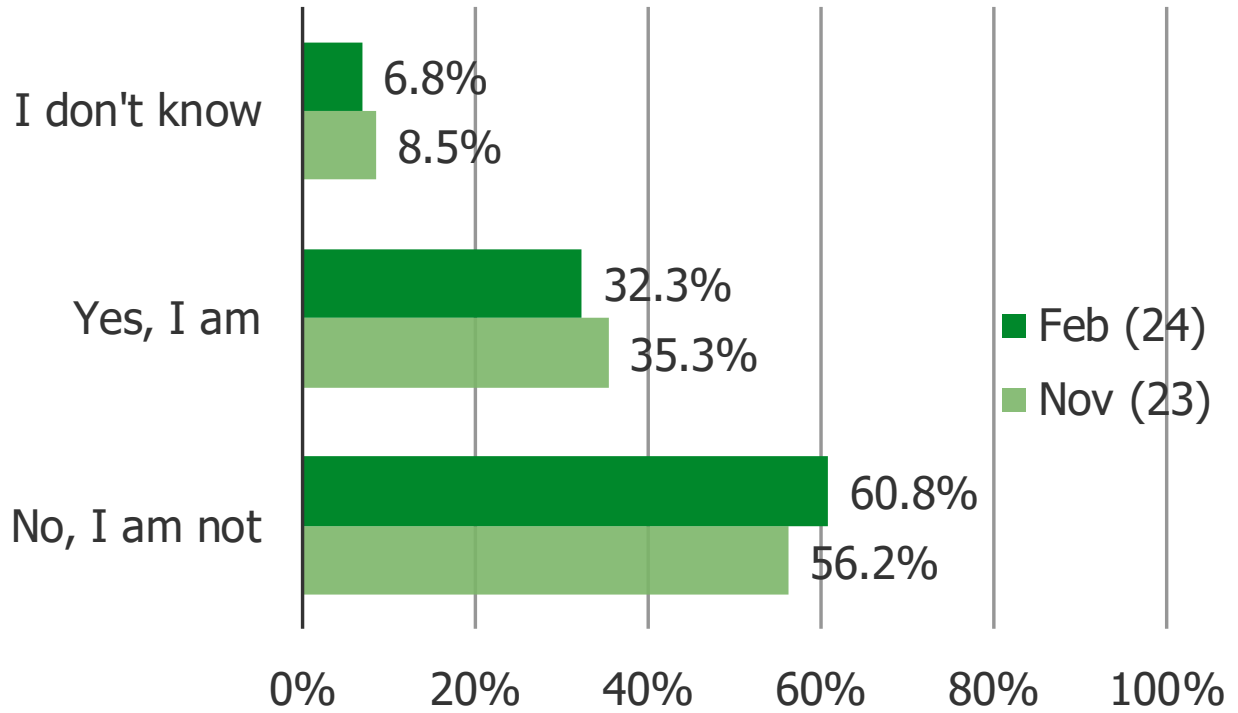
HOW WOULD YOU RATE YOUR EXPERIENCE WITH BATH AND BODY WORKS LAUNDRY DETERGENT PRODUCTS?

Posed to Bath and Body Works customers who have used laundry detergent from Bath and Body Works (N = 49).



ARE YOU A BATH AND BODY WORKS REWARDS PROGRAM MEMBER?

Posed to Bath and Body Works customers.

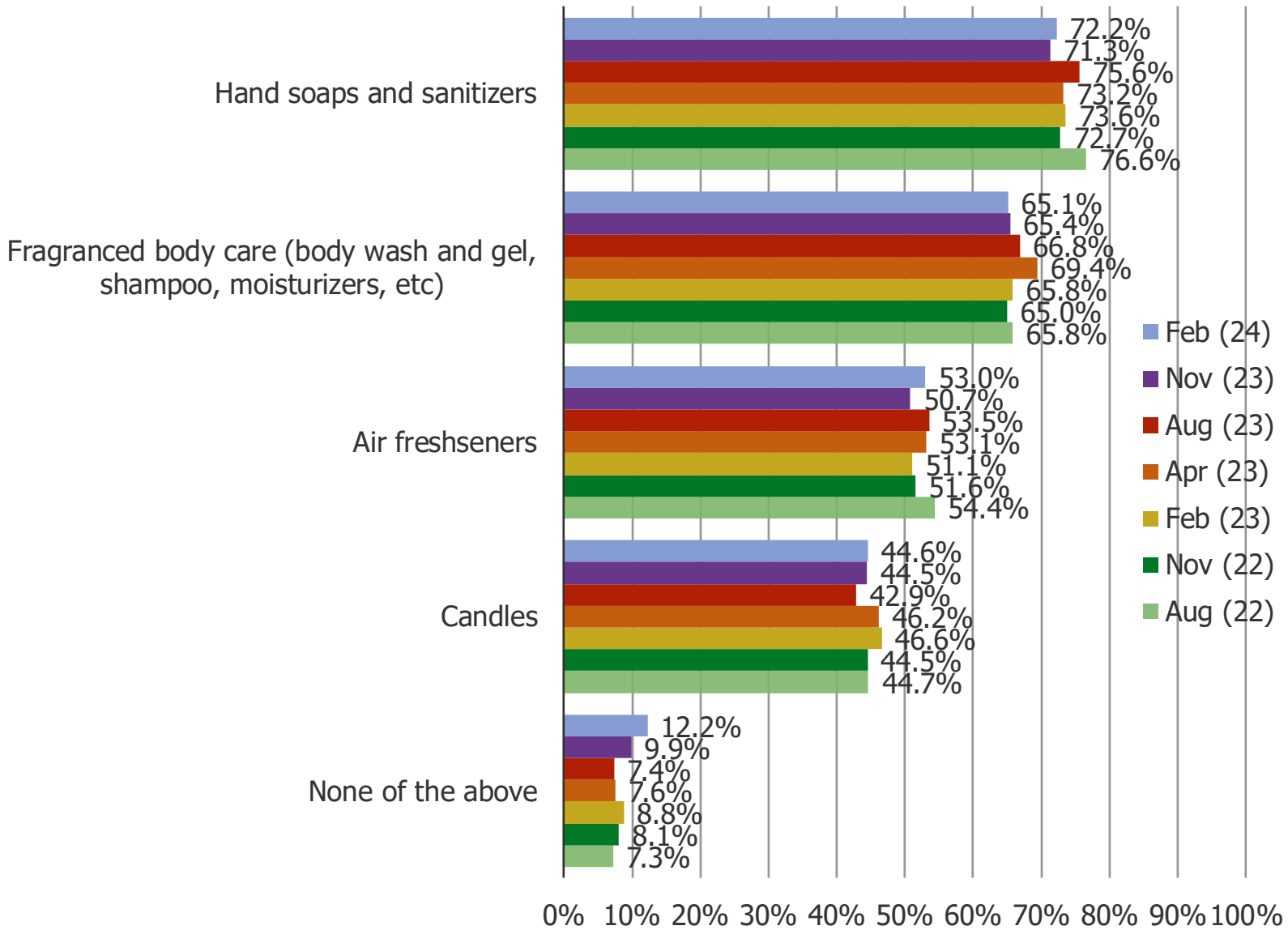


Bath and Body Works

BATH AND BODY WORKS

DO YOU REGULARLY OR OCCASIONALLY USE ANY OF THE FOLLOWING TYPES OF PRODUCTS? SELECT ALL THAT APPLY

Posed to all respondents.

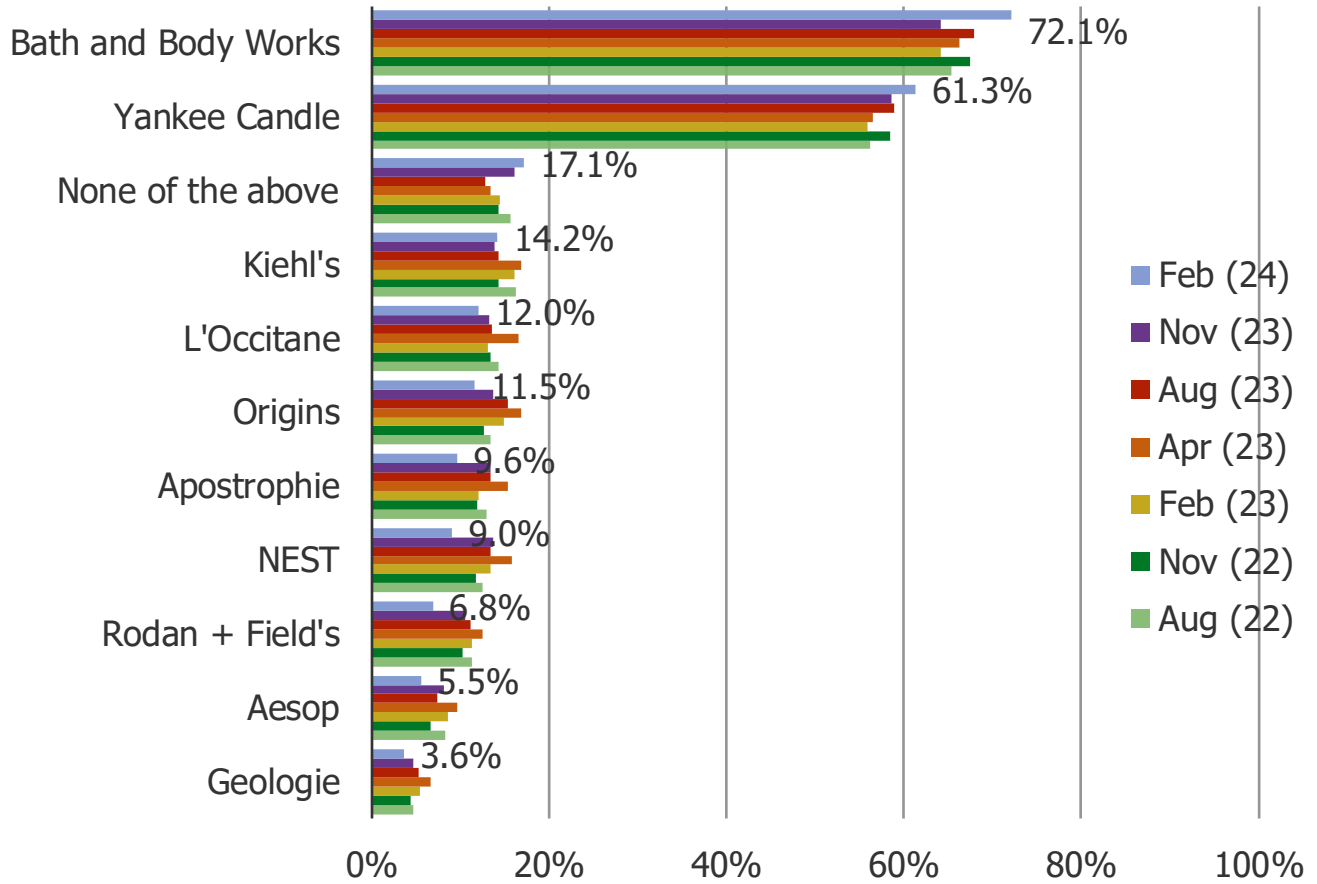


BESPOKE Surveys

Bath and Body Works

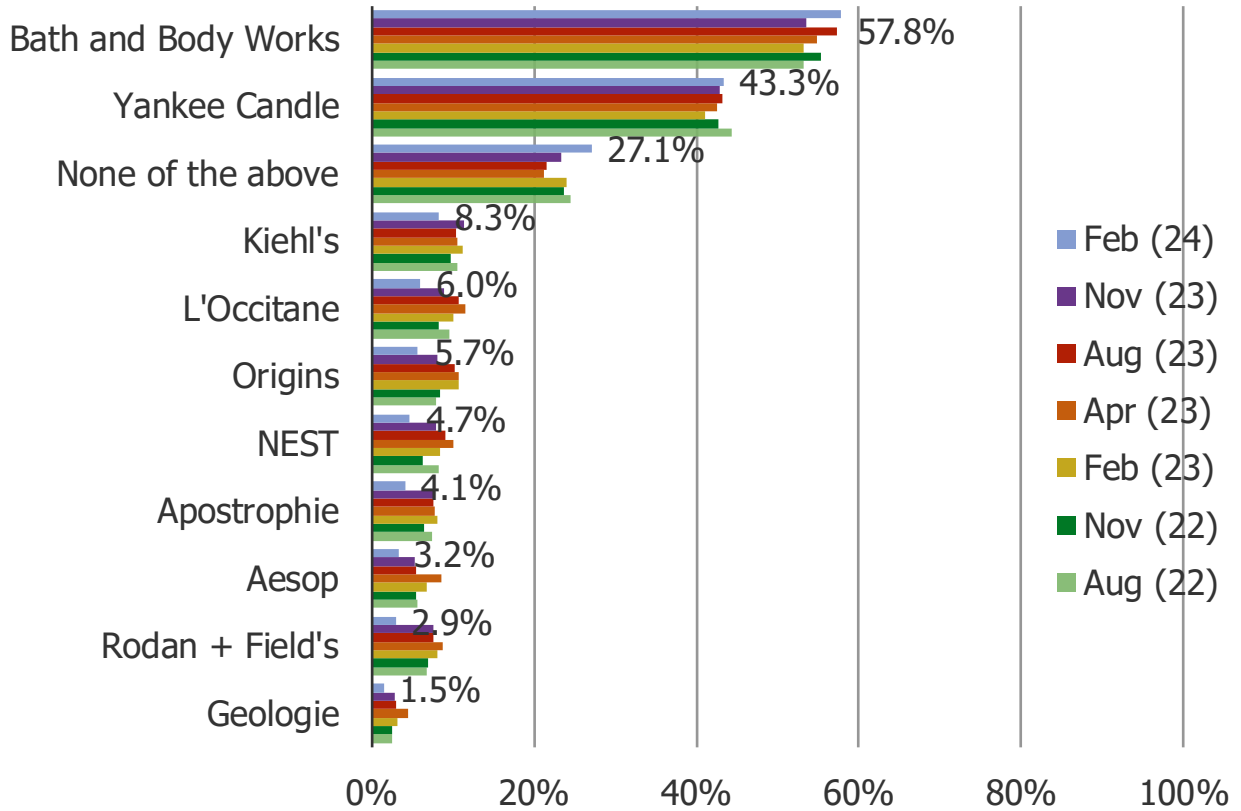
WHICH OF THE FOLLOWING BRANDS ARE YOU FAMILIAR WITH? SELECT ALL THAT APPLY

Posed to all respondents.



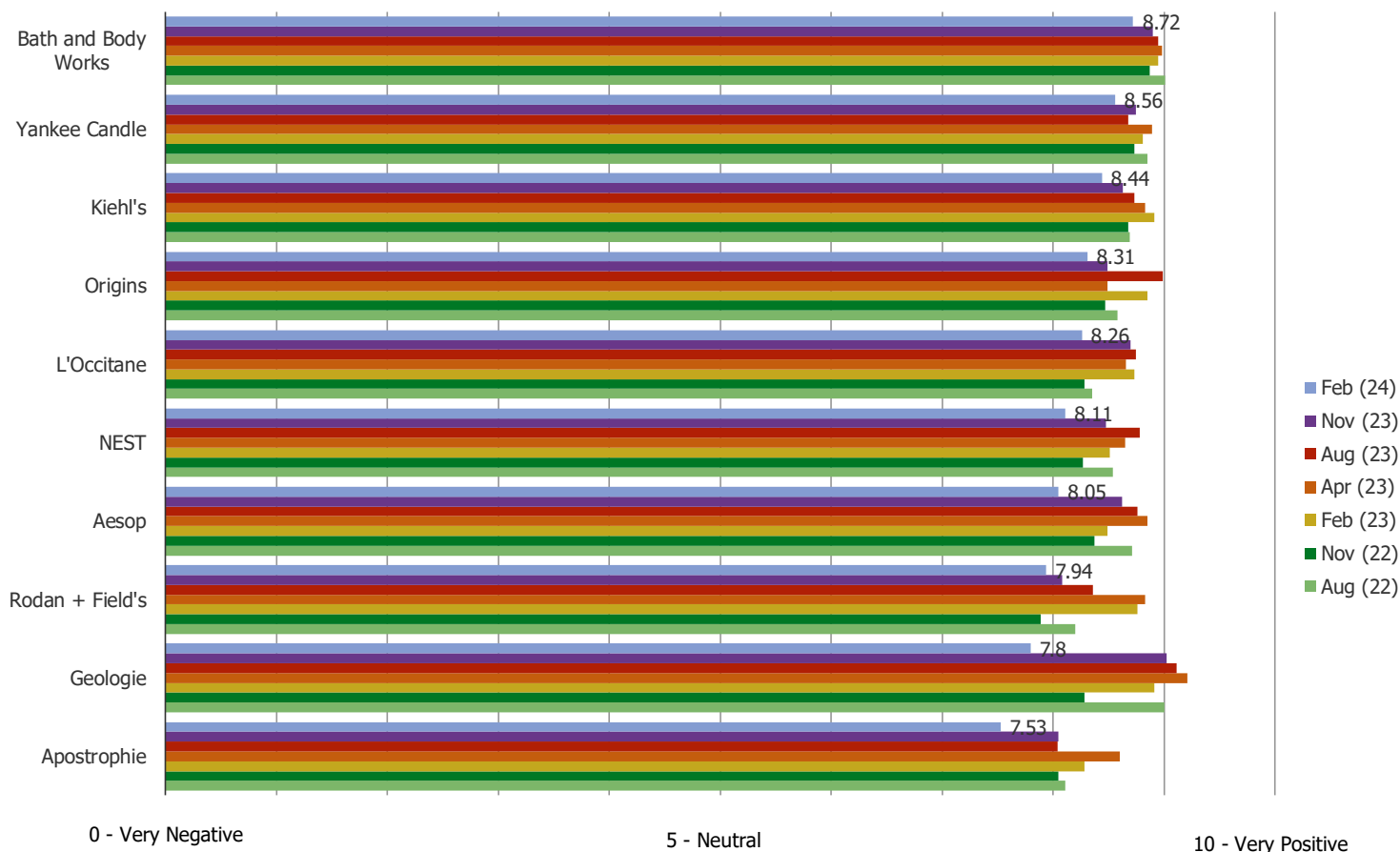
HAVE YOU EVER PURCHASED OR RECEIVED PRODUCTS FROM THE FOLLOWING?

Posed to all respondents.



WHAT IS YOUR OPINION OF THE FOLLOWING BRANDS?

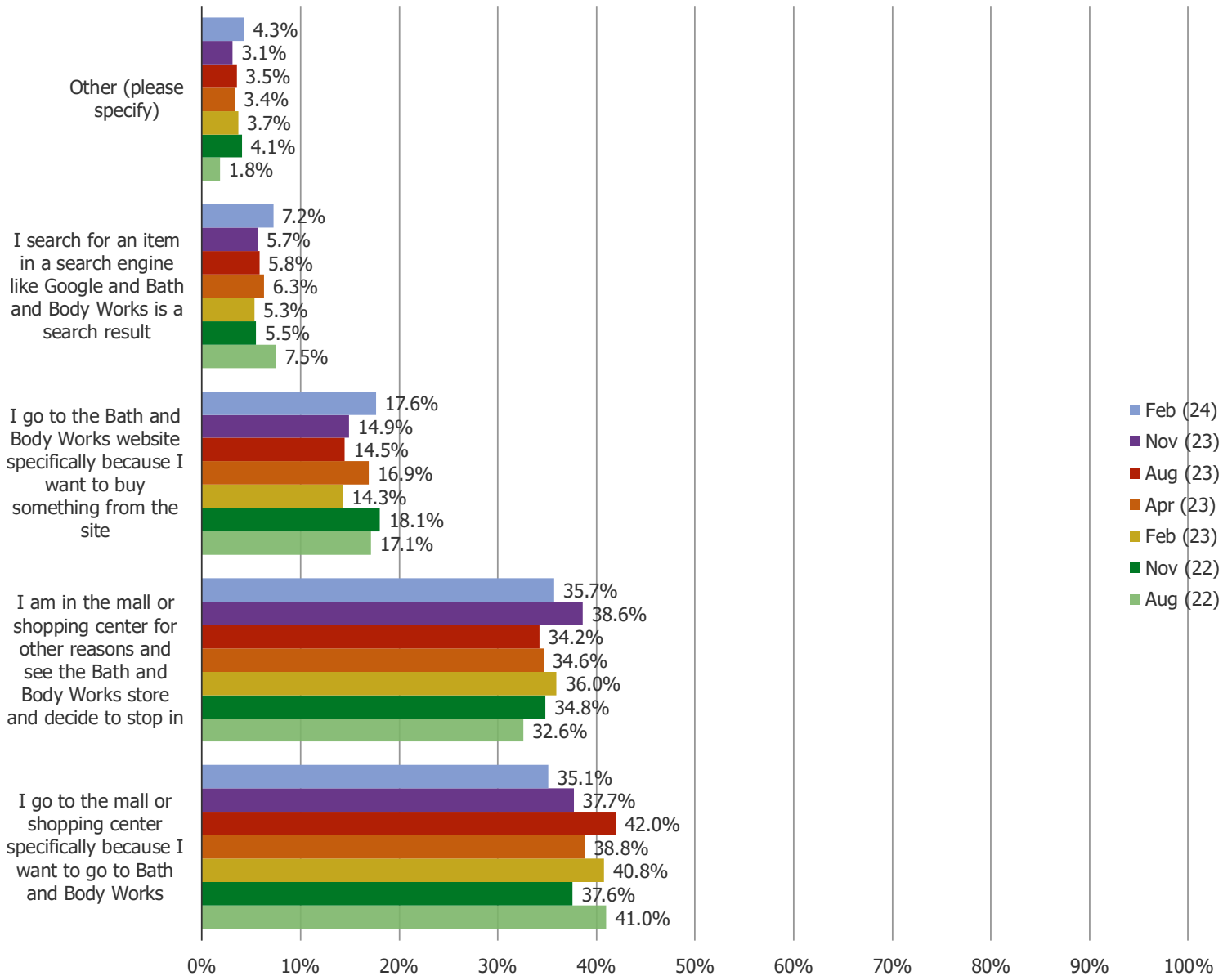
Posed to all respondents who are familiar with the below.



	N=
Bath and Body Works	983
Yankee Candle	836
NEST	123
Rodan + Field's	93
Origins	157
L'Occitane	164
Apostrophe	131
Aesop	75
Kiehl's	193
Geologie	49

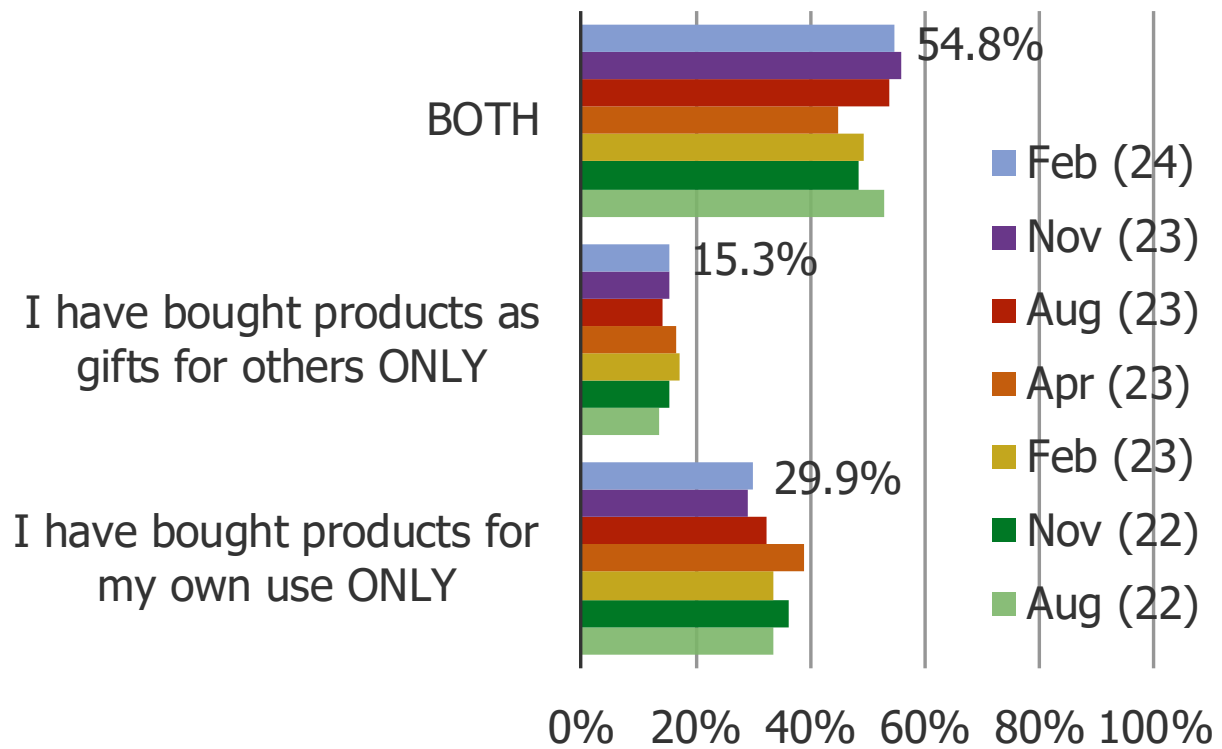
HOW DO YOU TYPICALLY WIND UP SHOPPING BATH AND BODY WORKS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



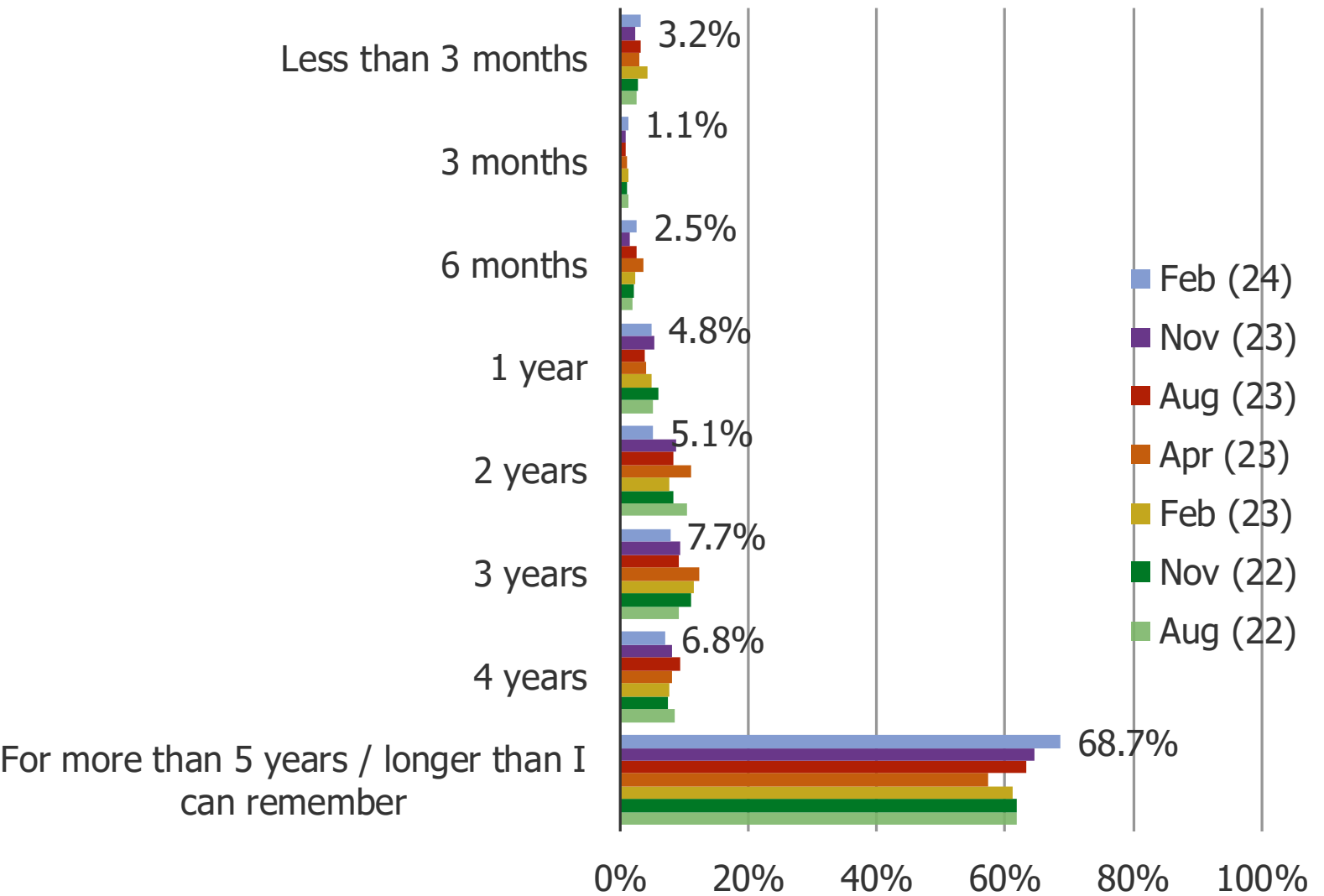
WHICH OF THE FOLLOWING BEST DESCRIBES YOUR EXPERIENCE WITH BATH AND BODY WORKS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



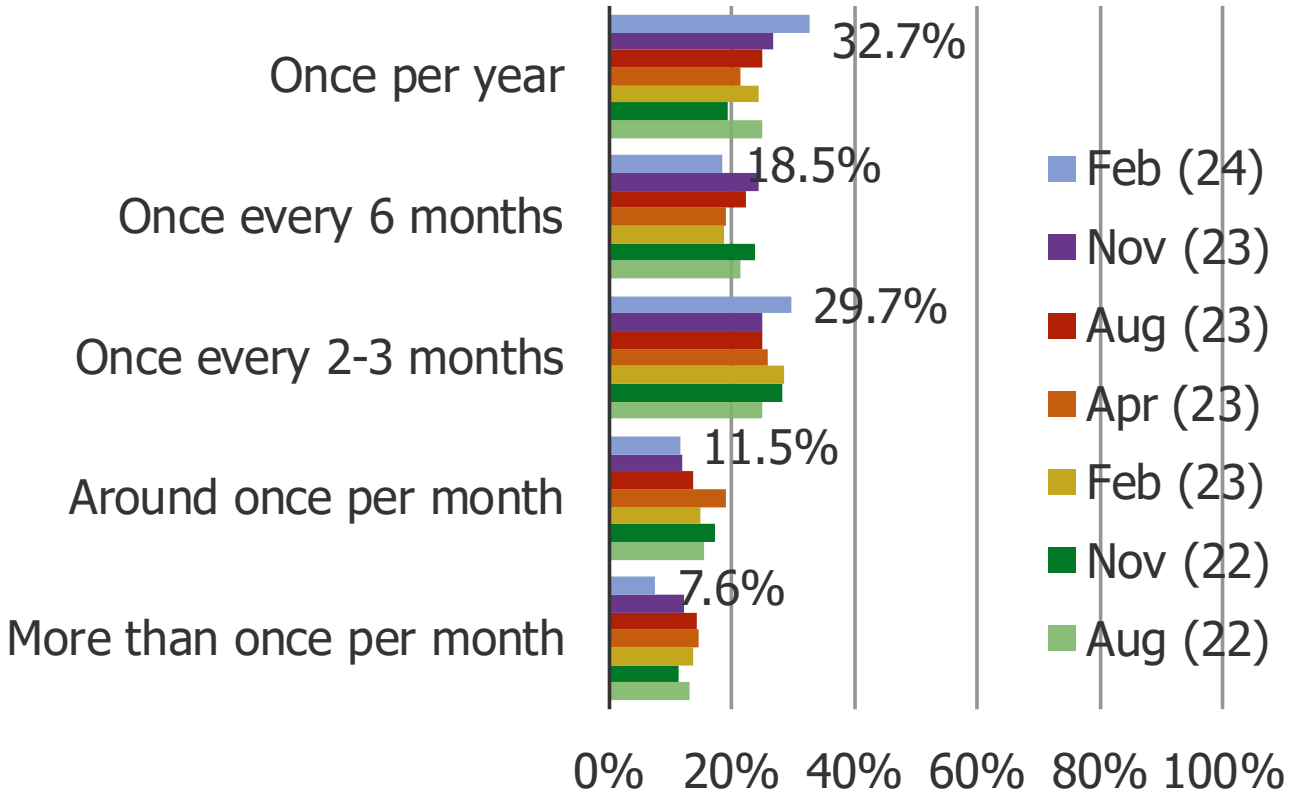
FOR HOW LONG HAVE YOU BEEN A CUSTOMER OF BATH AND BODY WORKS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



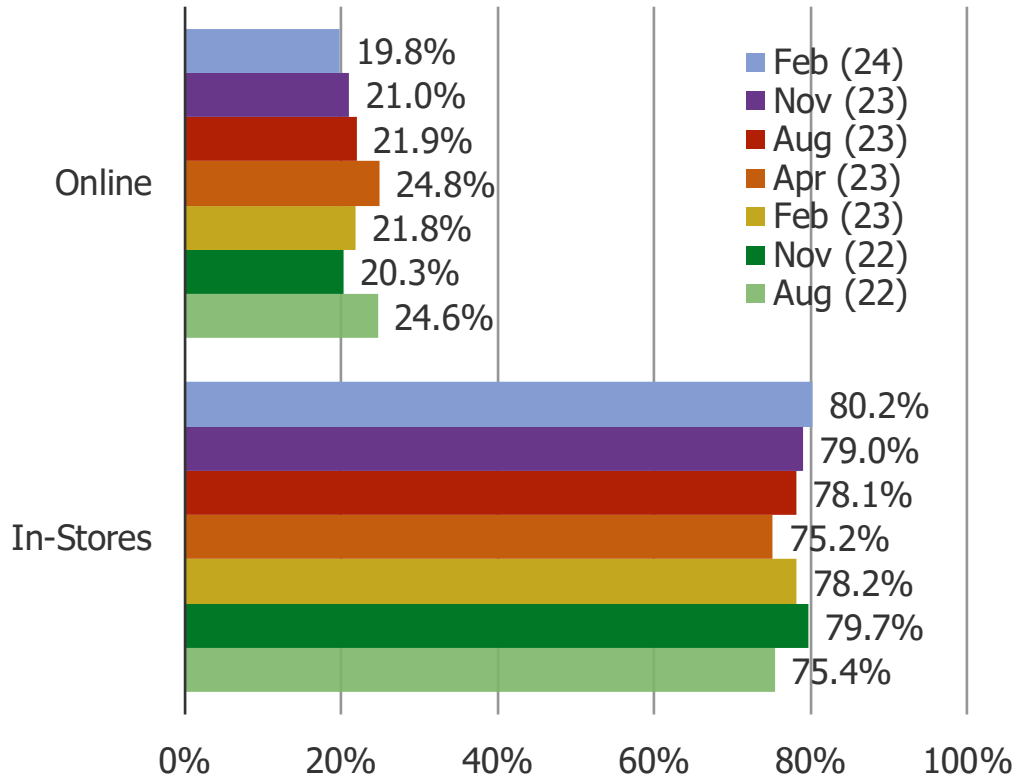
HOW OFTEN DO YOU SHOP BATH AND BODY WORKS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



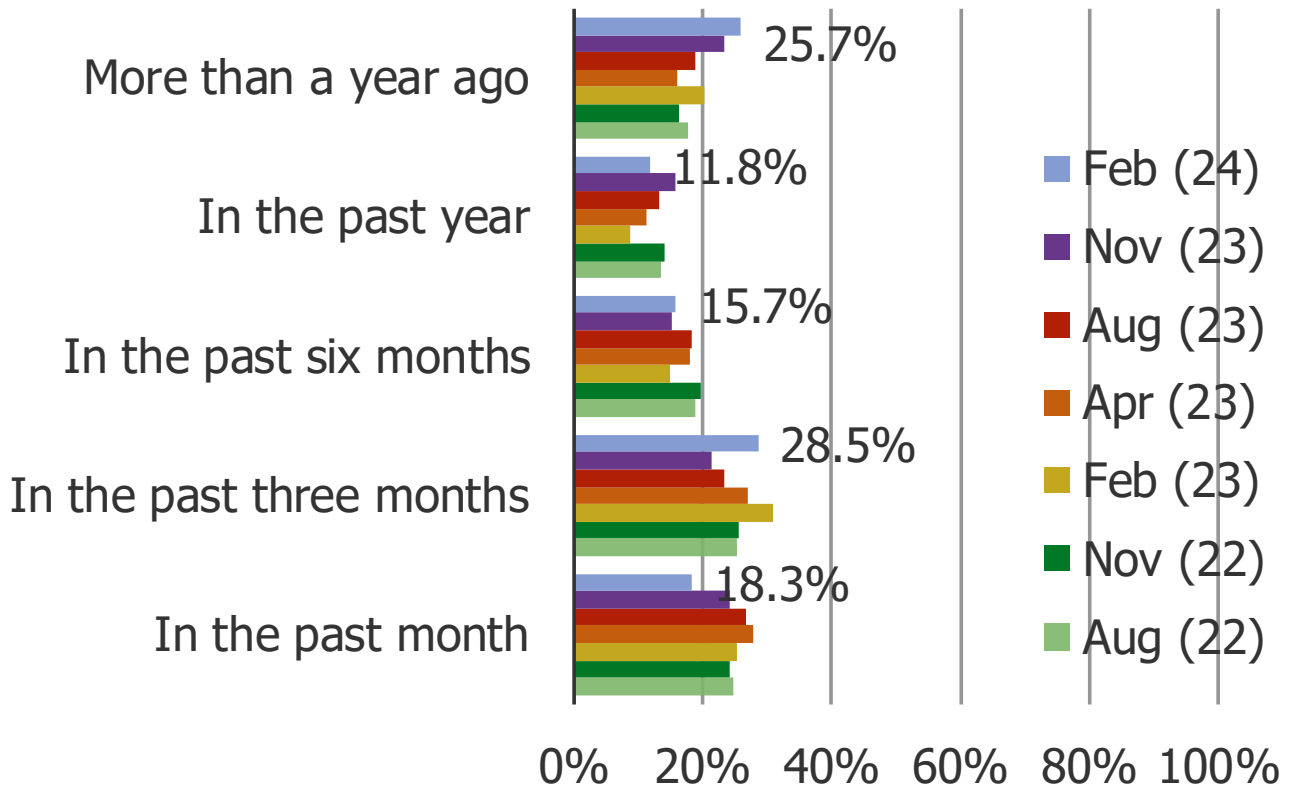
HOW DO YOU PREFER TO SHOP BATH AND BODY WORKS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



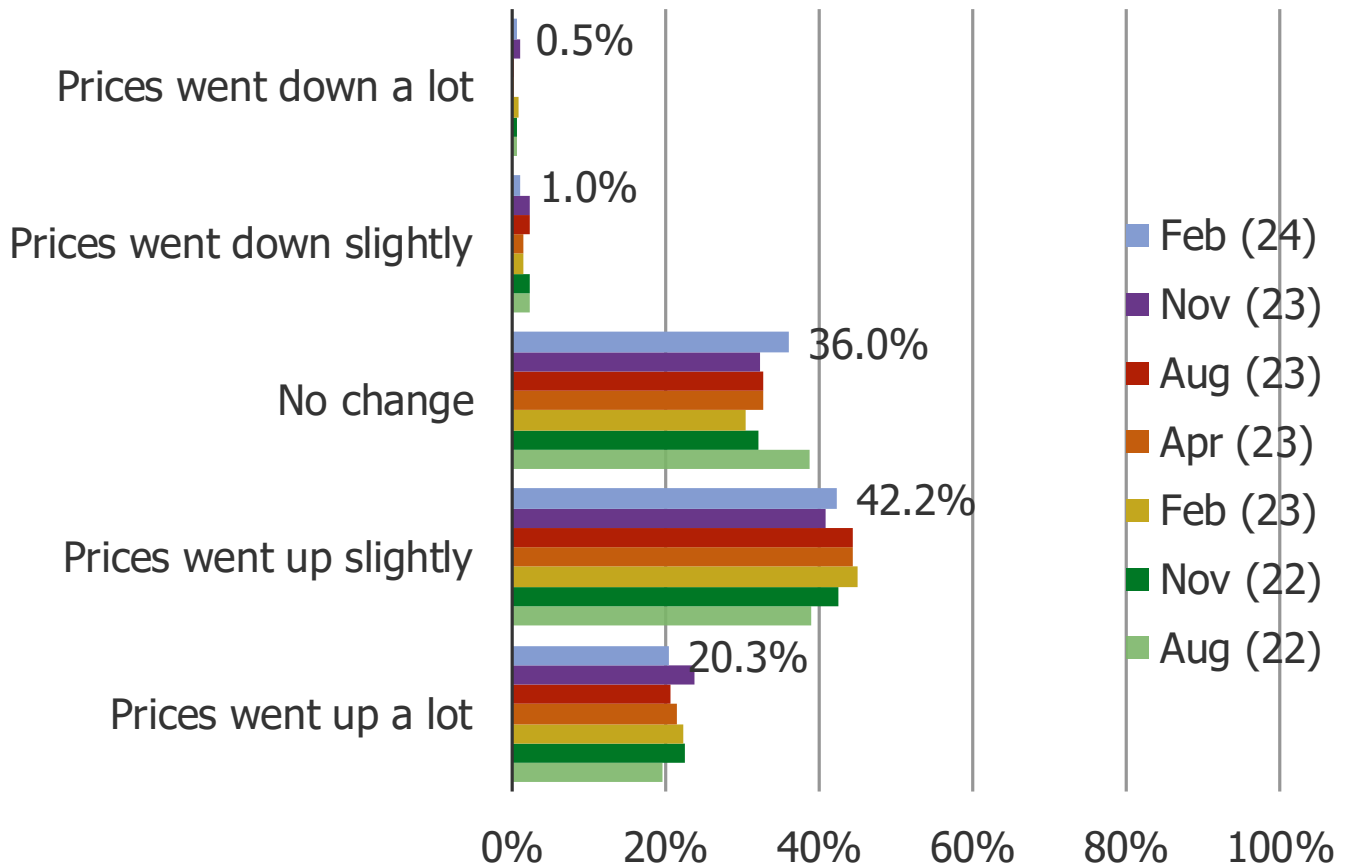
WHEN DID YOU MOST RECENTLY BUY PRODUCTS FROM BATH AND BODY WORKS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



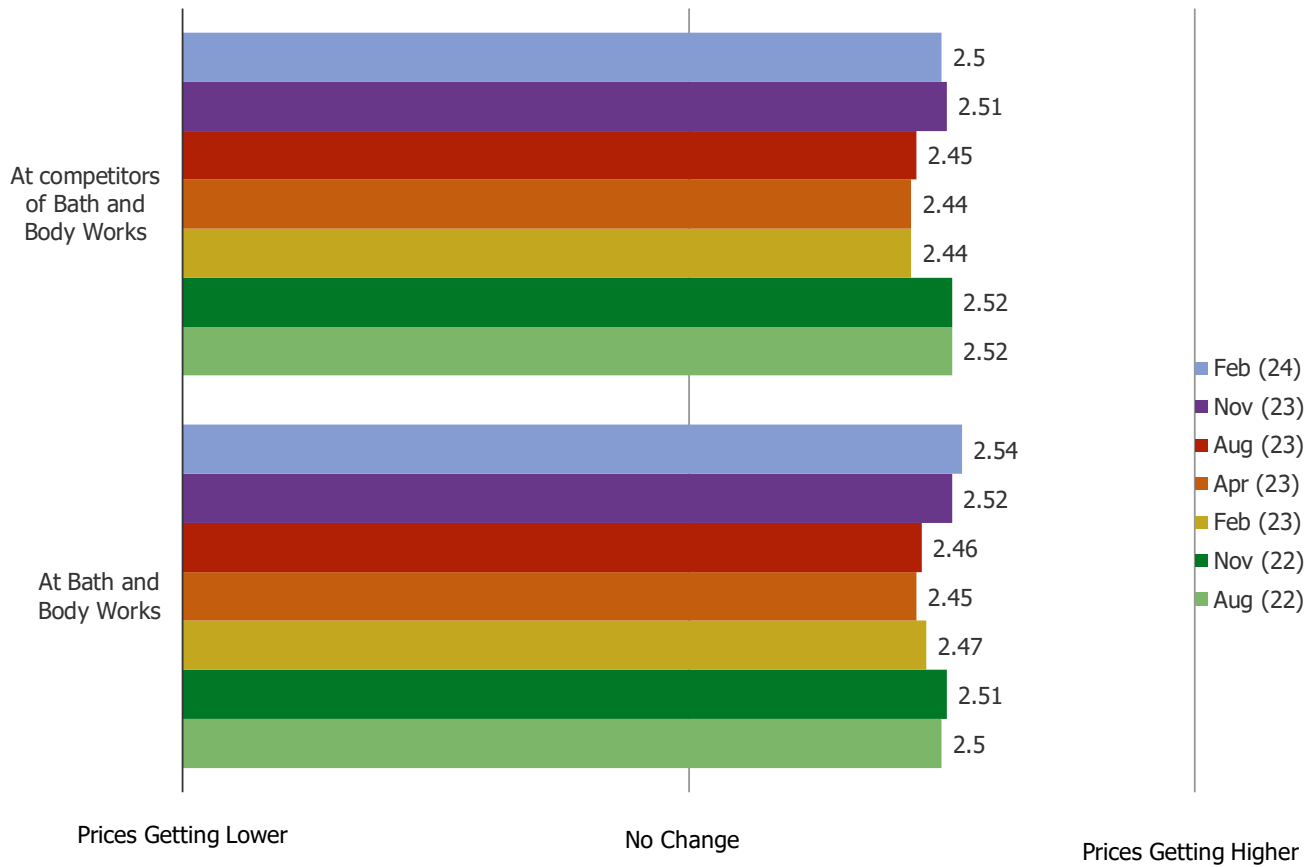
THINKING ABOUT YOUR MOST RECENT PURCHASE FROM BATH AND BODY WORKS, DID YOU NOTICE ANY CHANGES TO THE PRICES OF THE PRODUCTS?

Posed to all respondents who have purchased or received products from Bath and Body Works.



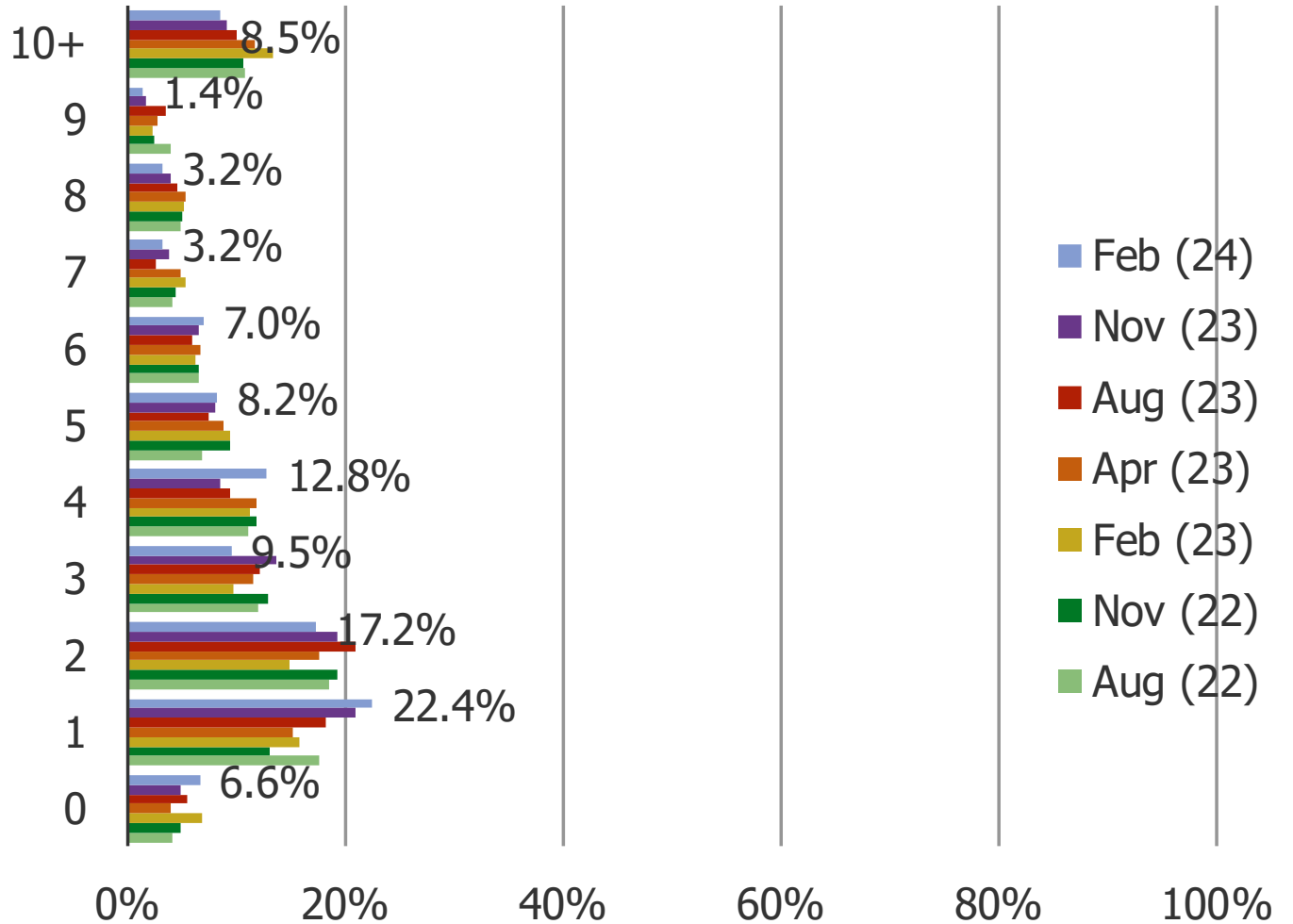
FROM WHAT YOU HAVE NOTICED LATELY, ARE THE PRICES OF PRODUCTS CHANGING...

Posed to all respondents who have purchased or received products from Bath and Body Works.



HOW MANY TIMES PER YEAR WOULD YOU ESTIMATE THAT YOU BUY PRODUCTS FROM BATH AND BODY WORKS?

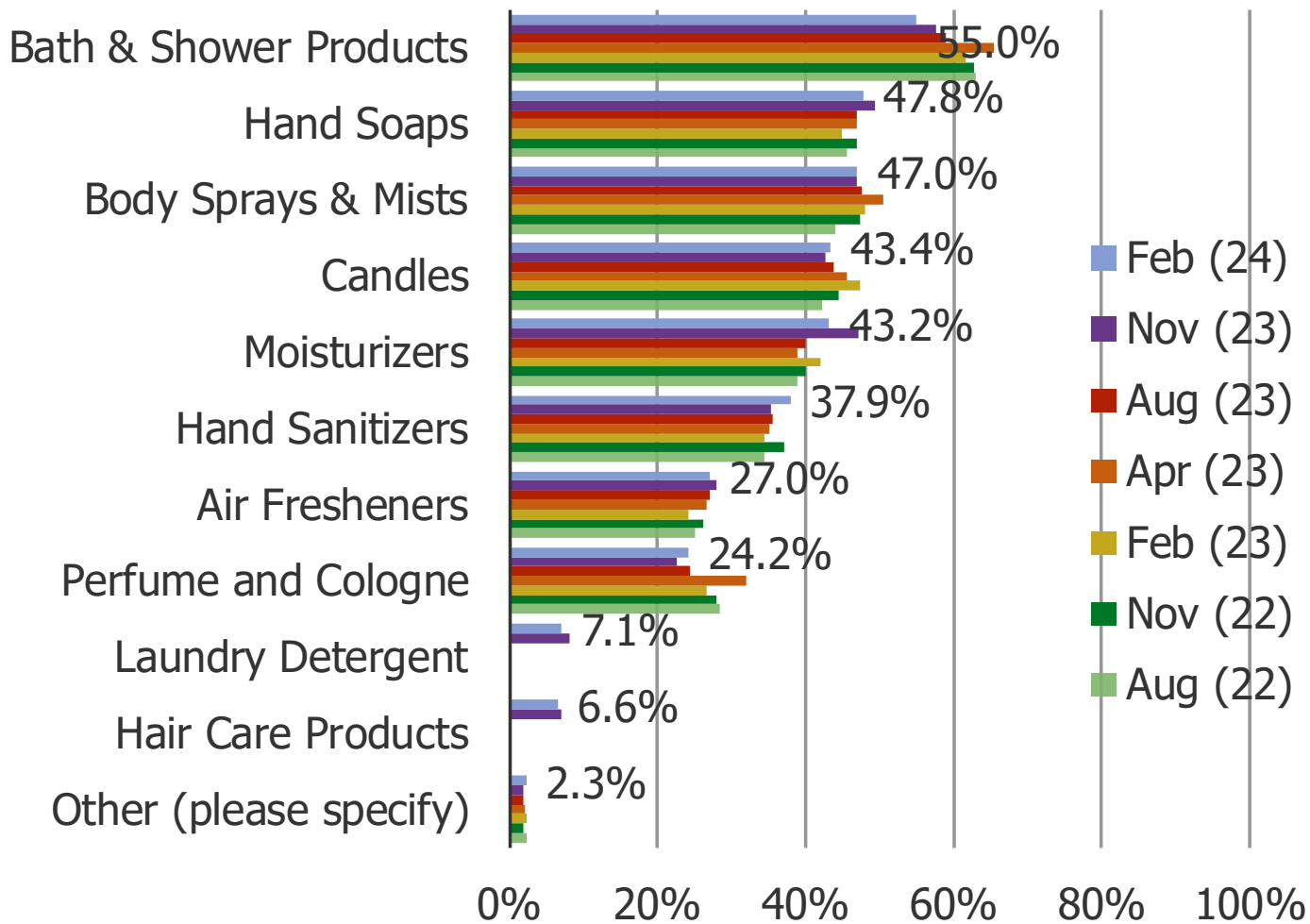
Posed to all respondents who have purchased or received products from Bath and Body Works.



Bath and Body Works

THINKING ABOUT YOUR PERSONAL USE OF BATH AND BODY WORKS, WHAT PRODUCTS DO YOU TYPICALLY BUY? SELECT ALL THAT APPLY

Posed to all respondents who have purchased or received products from Bath and Body Works.

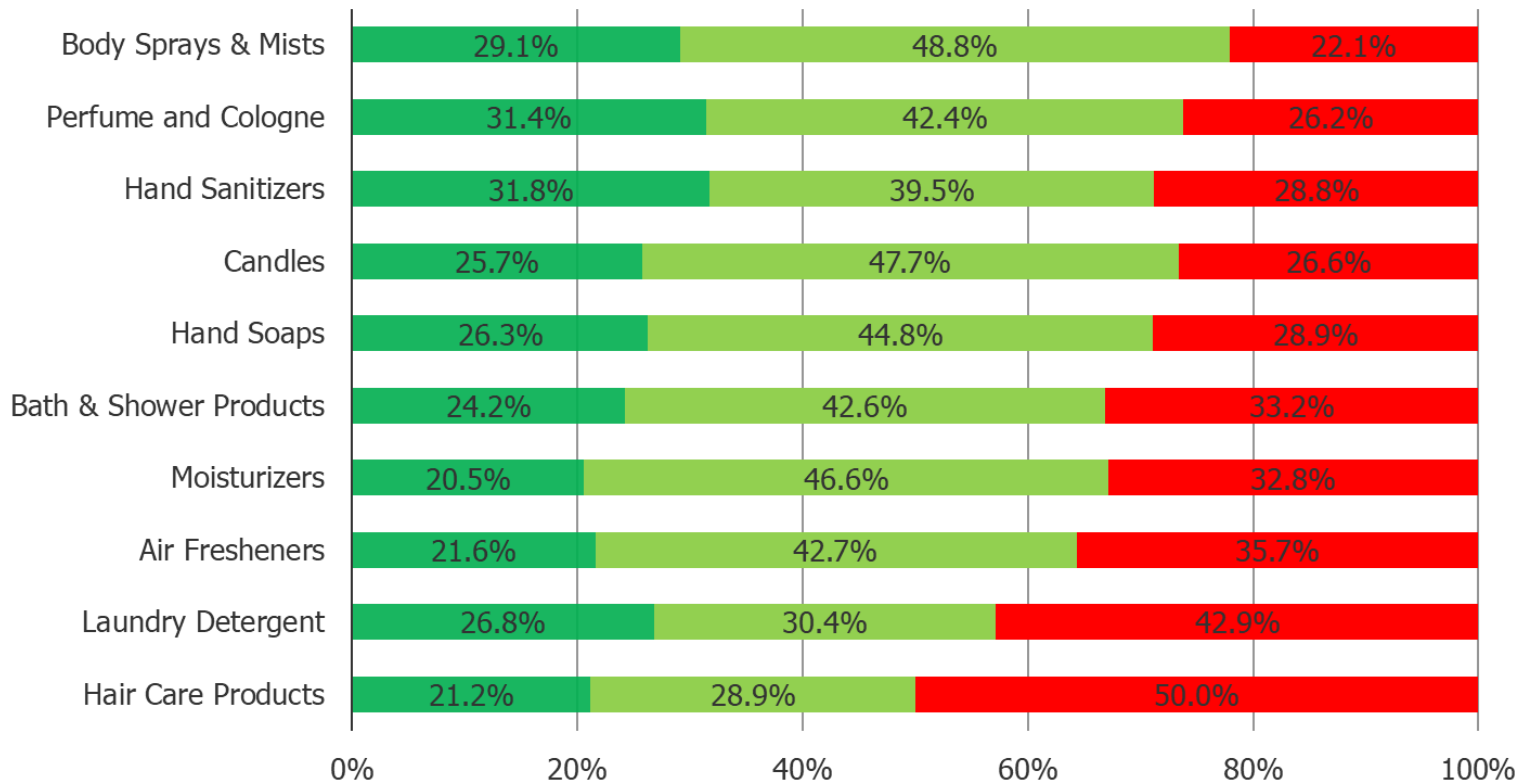


Bath and Body Works

FOR THIS TYPE OF PRODUCT, DO YOU ALWAYS USE BATH AND BODY WORKS OR DO YOU USE OTHER BRANDS AS WELL?

Posed to all respondents who have purchased or received products from Bath and Body Works.

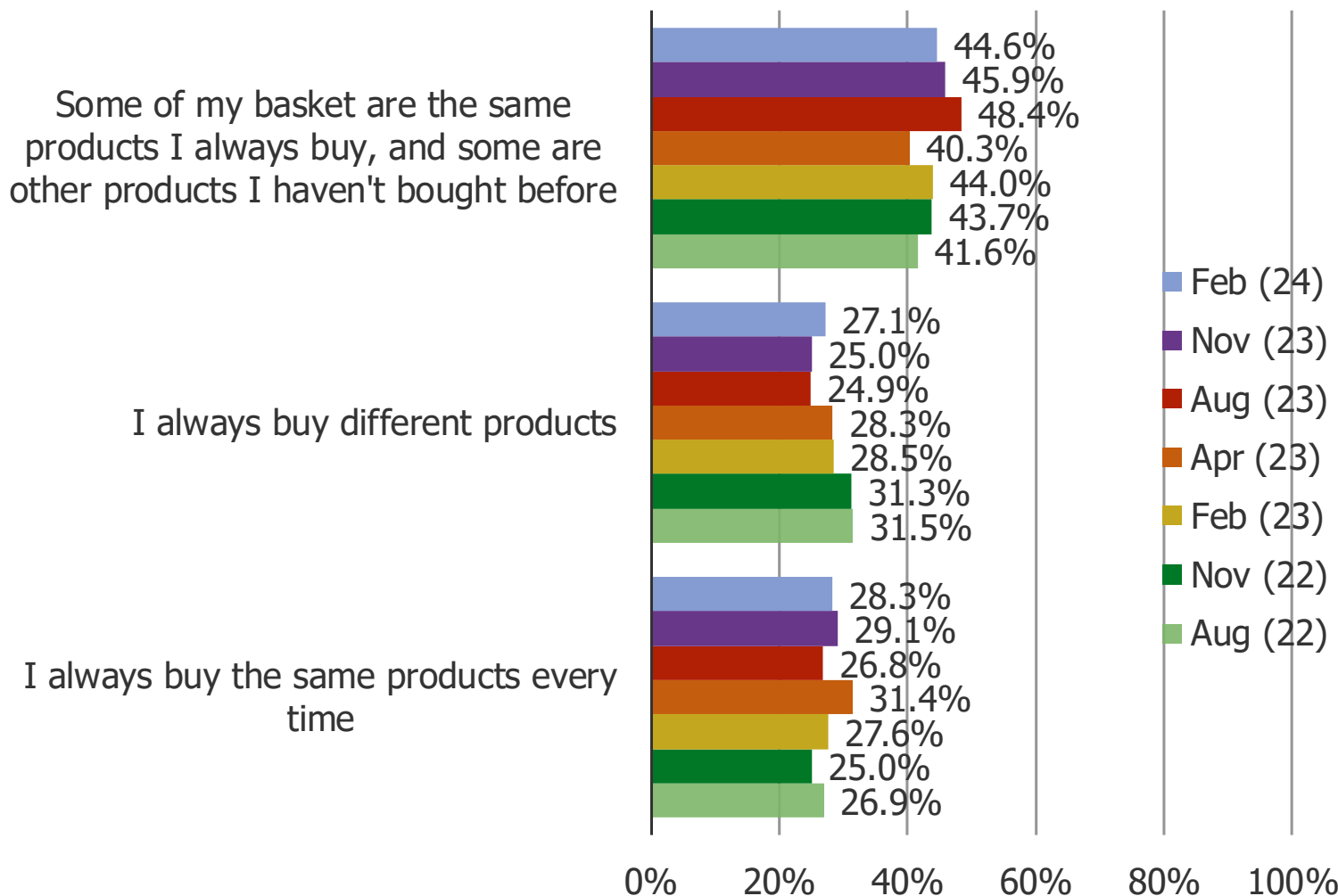
■ Always use Bath and Body Works ■ Usually use Bath and Body Works ■ Seldom/Rarely use Bath and Body Works



	N =
Bath & Shower Products	434
Hand Soaps	377
Body Sprays & Mists	371
Candles	342
Moisturizers	341
Hand Sanitizers	299
Air Fresheners	213
Perfume and Cologne	191
Laundry Detergent	56
Hair Care Products	52

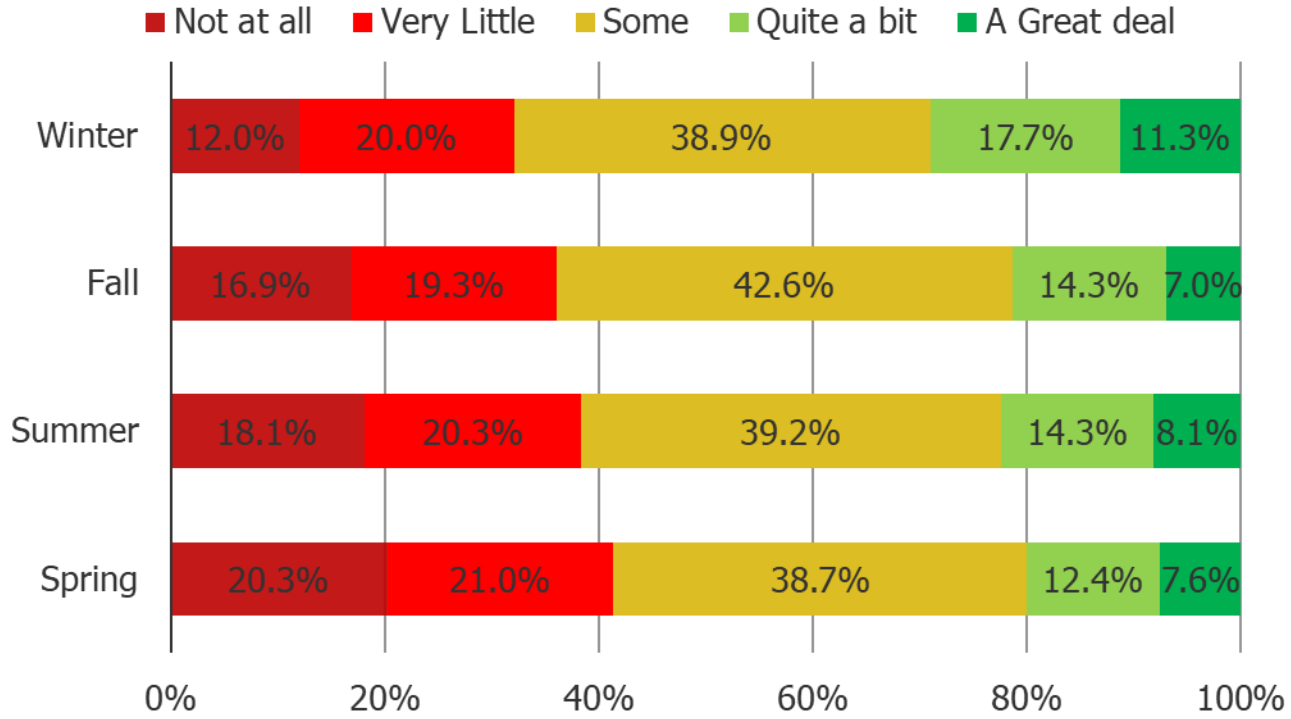
WHEN YOU SHOP FOR ITEMS AT BATH AND BODY WORKS, WHICH BEST DESCRIBES YOU?

Posed to all respondents who have purchased or received products from Bath and Body Works.

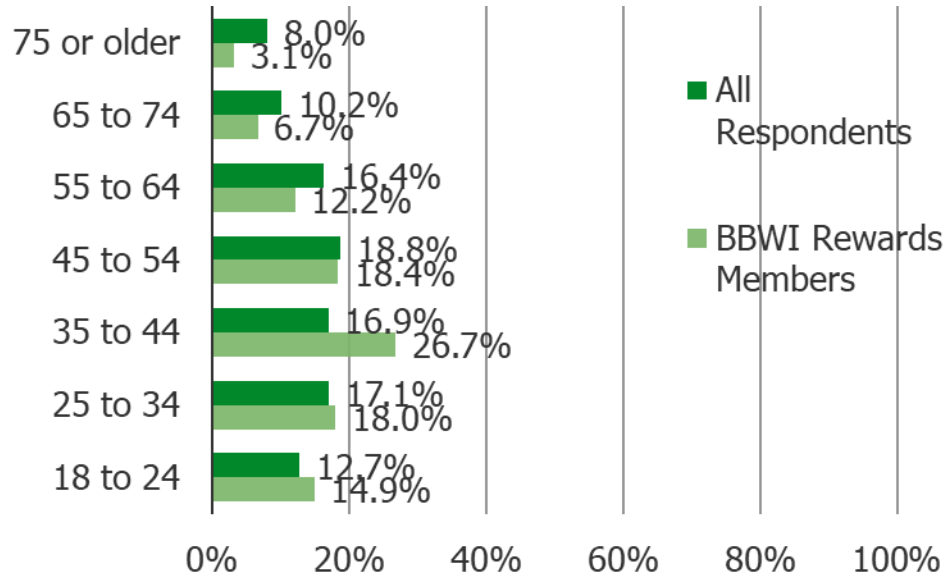


HOW MUCH DO YOU SPEND ON PRODUCTS FROM BATH AND BODY WORKS DURING THE FOLLOWING SEASONS?

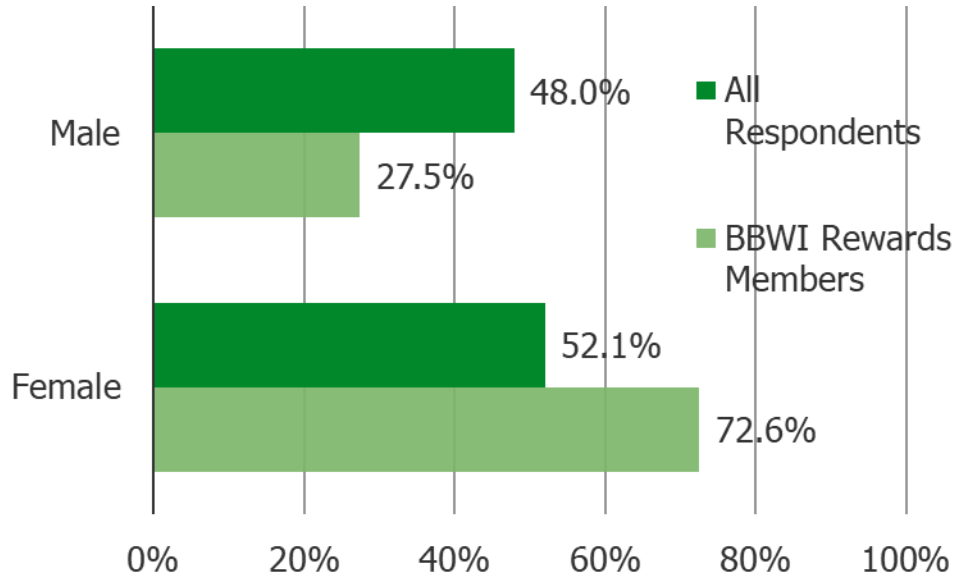
Posed to all respondents who have purchased or received products from Bath and Body Works.



DEMOGRAPHICS OF BBWI REWARDS MEMBERS - AGE



DEMOGRAPHICS OF BBWI REWARDS MEMBERS - GENDER



DEMOGRAPHICS OF BBWI REWARDS MEMBERS - INCOME

