**Customer Satisfaction Survey Questionnaire**

**I. Questions**

**Directions: Please indicate your level of agreement or disagreement with each of these statements regarding QRZ Family Restaurant. Place an "X" mark in the box of your answer.**

**Q1: How many times per year do you visit QRZ Family Restaurant?**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Q2: Do you visit QRZ Family Restaurant with family or friends?**

**□ Yes □ No**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | **Strongly Agree** | **Agree** | **Neutral** | **Disagree** | **Strongly Disagree** |
| **1. The store is accessibly located.** |  |  |  |  |  |
| **2. Store hours are convenient for my dining needs.** |  |  |  |  |  |
| **3. Advertised dish was in stock.** |  |  |  |  |  |
| **4. A good selection of dishes was present.** |  |  |  |  |  |
| **5. The meals sold are a good value for the money.** |  |  |  |  |  |
| **6. Store has the lowest prices in the area.** |  |  |  |  |  |
| **7. Meals sold are of the highest quality.** |  |  |  |  |  |
| **8. Store atmosphere and decor are appealing.** |  |  |  |  |  |

**Q9: How would you rate your overall experience at the QRZ Family Restaurant?**

**□ Highly satisfactory**

**□ Satisfactory**

**□ Neutral**

**□ Unsatisfactory**

**□ Highly Unsatisfactory**

**Q10: What could we do to make your restaurant dining experience better?**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

*Notes: The questionnaire may contain mixed closed-ended and open-ended questions as well as* [*response formats*](https://explorable.com/survey-response-formats)*. However, it is ideal to begin with closed-ended questions for*[*higher response rates*](https://explorable.com/increasing-survey-response-rates)*.*

**III. Demographic Data**

**Name (optional):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Age: \_\_\_\_**

**Gender: \_\_\_\_**

**Number of Family Members:**

**□ 1-2**

**□ 3-5**

**□ 6-10**

**□ more than 10**

**Email Address (optional): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Notes: This section is optional. The questions asking for demographic data should be relevant to the survey goal and must point to the characteristics of the target population.

**IV. Thank you for sharing your thoughts with us. Enjoy dining at QRZ Family Restaurant.**

Note: This section may also include further information regarding on how to claim the incentive that you wish to provide to the respondent.