

CUSTOMERS

Purpose: To understand customer needs, preferences, and pain points while using a restaurant reservation system

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Not shared

* Indicates required question

Name : *

Your answer

Age : *



Below 18



18–25



26–40



41–60



Above 60

Do you currently use any restaurant booking platforms? *



YES



NO



If yes to above question, which ones?

Your answer

What features do you find useful when booking a restaurant? (Select all that apply) *

- ☐ Availability of tables
- ☐ Menu viewing
- ☐ Location details
- ☐ Customer reviews and ratings
- ☐ Offers/discounts
- ☐ Token or advance payment
- ☐ Other: _____

What problems do you face when making reservations? *

Your answer

Would you prefer a platform that offers:

- ☐ Real-time table availability
- ☐ Loyalty points and discounts
- ☐ Personalized recommendations
- ☐ Secure and fast payment options
- ☐ Other: _____



How important is trust and transparency (like customer reviews) in choosing a restaurant?

- ☐ Very important
- ☐ Somewhat important
- ☐ Neutral
- ☐ Not important

What would motivate you to use a restaurant reservation platform regularly?

Your answer

Submit

Clear form

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