

Customer Feedback Survey

Helping Us Improve Your Experience at → [Talabat.com](https://www.talabat.com)

Dear Customer,

At *Our E-Commerce Platform*, we value your feedback to help improve our services. This quick survey will take just a few minutes and covers aspects of your experience, from sign in to customer service.

Your responses will help us enhance our system and provide a better experience for you and all our customers.

Question	Option 1	Option 2	Option 3	Option 4	Option 5 / Open Answer
1. Do you use the website or mobile app for visiting our platform?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	—	—	—
2. How do you rate the user interface of the website/app?	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor	—
3. Do you face difficulty using the online booking system?	<input type="checkbox"/> Always	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	<input type="checkbox"/> Never	—
4. Do you find all that you search before quickly ?	<input type="checkbox"/> Fully available	<input type="checkbox"/> Partially	<input type="checkbox"/> Not enough	<input type="checkbox"/> No	—
5. How do you rate the personal data entry process?	<input type="checkbox"/> Very easy	<input type="checkbox"/> Easy	<input type="checkbox"/> Moderate	<input type="checkbox"/> Difficult	—
6. Do you receive order confirmation immediately after payment?	<input type="checkbox"/> Always	<input type="checkbox"/> Often	<input type="checkbox"/> Sometimes	<input type="checkbox"/> Rarely	—
7. Are the available payment options convenient for you?	<input type="checkbox"/> Yes	<input type="checkbox"/> Somewhat	<input type="checkbox"/> No	—	—
8. Have you ever submitted a complaint online?	<input type="checkbox"/> Yes	<input type="checkbox"/> No	—	—	—
9. How was the company's response to your complaint?	<input type="checkbox"/> Fast and effective	<input type="checkbox"/> Acceptable	<input type="checkbox"/> Slow	<input type="checkbox"/> No response	—
10. What additional features would you like in the system?	—	—	—	—	_____
11. Which services do you think need improvement?	—	—	—	—	_____
12. Do you feel safe entering your personal data on the site?	<input type="checkbox"/> Yes	<input type="checkbox"/> Sometimes	<input type="checkbox"/> No	—	—
13. How do you rate the online customer service experience?	<input type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Average	<input type="checkbox"/> Poor	—
14. Would you prefer a more advanced mobile app?	<input type="checkbox"/> Definitely	<input type="checkbox"/> Yes	<input type="checkbox"/> Doesn't matter	<input type="checkbox"/> No	—
15. Would you recommend our platform to others?	<input type="checkbox"/> Definitely	<input type="checkbox"/> Probably	<input type="checkbox"/> Maybe	<input type="checkbox"/> No	—

Thank you for your time and feedback !