



Restaurant Manager Experience Survey

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Introduction

Hello,

My name is Stella Oiro, and I'm part of the DeliverNow design team. We're working on improving the restaurant management experience. Your input will help us understand the challenges you face—such as managing multiple delivery platforms, coordinating kitchen operations, and handling delivery timing issues—so that we can design a better system. This survey will take approximately 5-7 minutes, and all responses will remain anonymous.

Thank you for sharing your insights!

Screening / Demographic Questions

1.What is your age?

- 18–24
- 25–34
- 35–44
- 45–54
- 55+
- Other: _____



2.What type of restaurant do you manage?

- Fast Casual
- Fine Dining
- Quick Service
- Family Restaurant
- Other: _____

3.How many years of experience do you have in restaurant management?

- Less than 1 year
- 1–3 years
- 3–5 years
- 5+ years
- Prefer not to say

4.What percentage of your business is delivery-based?

- 0–25%
- 26–50%
- 51–75%
- 76–100%



Objective & Hypotheses

Objective:

To collect quantitative data on the challenges restaurant managers face with delivery integration, particularly regarding order management, kitchen coordination, and delivery timing.

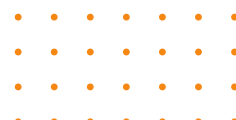
Hypotheses:

- 1.A majority of restaurant managers struggle with managing multiple delivery platforms simultaneously.
- 2.Kitchen efficiency is significantly impacted by the complexity of coordinating delivery and dine-in orders.
- 3.There is a strong need for a unified system that integrates all delivery platforms and kitchen operations.

Main Survey Questions

Topic 1: Order Management Challenges

- 5. How challenging is it to manage orders from multiple delivery platforms?
 - Very challenging
 - Somewhat challenging
 - Neutral
 - Somewhat easy
 - Very easy
- 6. How often do you experience issues with order timing and coordination?
 - Daily
 - Weekly
 - Monthly
 - Rarely
 - Never
- 7. What is your biggest challenge in managing delivery orders?
 - Managing multiple platforms
 - Kitchen coordination
 - Delivery timing
 - Staff allocation
 - Other: _____



Topic 2: Current Systems & Usability

8. How satisfied are you with your current order management system?

- Very satisfied
- Satisfied
- Neutral
- Unsatisfied
- Very unsatisfied

10. Does your current system effectively help you manage kitchen capacity?

- Yes, completely
- Somewhat
- No, not really
- Not at all

11. How many different devices/platforms do you manage for delivery orders?

- 1
- 2-3
- 4-5
- More than 5

Topic 3: Desired Features & Improvements

12. Which feature would most improve your delivery process?

- Unified order dashboard
- Automated kitchen capacity management
- Smart preparation time estimation
- Integrated driver communication
- Other: _____

13. How important is it to have a single, integrated system for all delivery operations?

- Extremely important
- Very important
- Moderately important
- Slightly important
- Not important

14. What metrics would be most valuable to track in real-time?

- Kitchen capacity
- Order preparation times
- Staff efficiency
- Delivery accuracy
- Other: _____

Follow-Up Interview Request

14. Would you be available for an anonymous follow-up interview (via phone, video chat, or in-person) to discuss your experiences further?

- Yes
- No
- Maybe
- If yes, please provide your preferred contact method (optional):

Conclusion

Thank you for taking the time to complete our survey. Your feedback is essential to help us enhance the restaurant management experience and address the challenges you face. We'd appreciate it if you could share this survey with other restaurant managers who might be interested in participating.

