

Survey Questions

Quality Standards				
Criteria/Description	Evaluation Questions	Evaluation Indicators	Survey Question	Question Type
Ticket time is eight minutes for appetizers and 12-15 minutes for entrees	How much time you waited for the dish to arrive?	Minutes waited	How roughly you waited for ordered dish to arrive?	Multiple choice
one-minute checkout	How soon you are able to checkout?	Time used	How fast you can checkout?	Multiple choice
less than 5% of customers	How often tablets malfunction per week?	Count malfunctions	Any tablet issue during ordering? Please select.	Scaled
Minimum 98%	Did you experience any problem in ordering?	Count order problem	Did you have ease of use in tablets?	Yes/No
Ten minutes or less	How long you waited before seated at table?	Waiting time	Did you experiencing shorter waiting times?	True/False
Customer satisfaction	How satisfied with tablets?	General response	Would you describe your experience in using the tablets?	Open ended