Header 1 Score1 Question description goes here. Q1 **Basic** First Answer Question Q2 Checkbox This is the first option 600 This is the third option Q3 Please describe the following: How the salesperson responded when you stated your interest in a tablet. What questions they asked to understand your needs. 500 Please note if the salesperson led the interaction, or if you had to volunteer information to keep the conversation going. When I arrived to the store I saw two sales people, one was serving a customer and the other was behind the counter. I was not quite sure if they were doing paperwork or if the salesperson thought that I did not need help. Then the salesperson approached me after waiting for some minutes, they asked me what I was looking for. I explained them that I was looking for a tablet 400 and the salesperson indicated me where the tablets were, so I had to ask some questions to keep the conversation going; I told them that I was looking for something light and with Internet access, so salesperson asked me about the usage I would give to the device and asked me if I would search on the Internet, read emails and share information on the social networks. Apart from that that salesperson did not make further questions. I had to lead the whole interaction.

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