**1. Which category below includes your age?**

Below 18

18-35

35-45

50+

**2. How would you rate your computer skills?**

Below Average

Average

Advanced

**\*3. Have you ever ordered food online?**

Yes

No

**4. Which of the following according to you is the most preferred method of ordering food?**

Through an online web portal

Phone call to the restaurant

Pick up

Eating at the restaurant

Other (please specify)

**5. Why do you like to order food from an online web portal?**

Less risk of mistakes made with order when placed online

It is easier than talking to a live person

You can see the entire menu

Process of ordering is faster

Online orders let you skip the line and let you avoid being put on hold

Other (please specify)

**6. How many times a month do you order a delivery?**

Less than once a month

4-5 times a month

Almost every other day

Other (please specify)

**7. What irritates you the most in a restaurant?**

Slow service

Dissatisfied with food

Rude staff

Pricing and math errors

Other (please specify)

**8. What kind of uncertainties do you face while ordering food online?**

Confirmation that the order has been placed

Hygiene in the kitchen

What the status of the order is

Other (please specify)

**9. What would you like to use online food ordering systems for?**

Ordering meals

Tiffin services

Birthday cakes delivered from another city

Other (please specify)

**10. We're creating a Food and Beverage Portal. Do you have any ideas or suggestions for us?**



**. If food delivery service was available, please rate method of ordering/paying:**

|  | Least preferred | Somewhat preferred | Most preferred |
| --- | --- | --- | --- |
| Telephone | Telephone Least preferred | Telephone Somewhat preferred | Telephone Most preferred |
| Fax (order sheet) | Fax (order sheet) Least preferred | Fax (order sheet) Somewhat preferred | Fax (order sheet) Most preferred |
| Online (website) | Online (website) Least preferred | Online (website) Somewhat preferred | Online (website) Most preferred |
| Mobile App | Mobile App Least preferred | Mobile App Somewhat preferred |  |

**6. How would you prefer to view/select your food menu?**

On screen

Hardcopy (book)