

Mendokoro Survey â Question Flow (with types and follow-ups)

1) What branch did you go to?

â Type: Single choice (pill buttons)

2) Was this your first time at this restaurant's branch?

â Type: Single choice (Yes/No)

â Logic: If Yes, Q3 is auto-skipped and set to Not applicable

3) How often do you visit us?

â Type: Single choice (pill buttons)

â Logic: Auto-skipped when Q2 is Yes; stored as Not applicable

4) Did you Dine-In or Take-out in the said branch?

â Type: Single choice (pill buttons)

5) Do you have any dietary restrictions or preferences we should be aware of? (Select all that apply)

â Type: Multi-select pills

â Follow-up: Other opens text input; Clear button resets selections; Not applicable deselects others

6) How would you describe your overall customer experience?

â Type: Slider 1-10 (default 1) with labels Lowâ Awesome

â Follow-up: <=6 required (What could we improve...); 7-8 optional neutral; >=9 optional (Amazing! What did we do right?)

7) How would you rate the value you received for your money?

â Type: Slider 1-10 (default 1) with labels Needs workâ Excellent

â Follow-up: <=6 required (What made it not worth the price?); 7-8 optional neutral; >=9 optional (What made it worth the price?)

8) How would you rate the overall quality of the food served? (tastes, freshness, appearance)

â Type: Slider 1-10 (default 1) with labels Needs workâ Excellent

â Follow-up: <=6 required (What was wrong with the food?); 7-8 optional neutral; >=9 optional (What did we do right?)

9) How would you rate the friendliness of the staff you interacted with?

â Type: Slider 1-10 (default 1) with labels Lowâ Awesome

â Follow-up: <=6 required (What was wrong with the service?); 7-8 optional neutral; >=9 optional (Who was the best server?)

10) Were your orders served correctly?

â Type: Single choice (Yes/No)

11) How would you rate the promptness of the service in this branch?

â Type: Slider 1-10 (default 1) with labels Lowâ Awesome

â Follow-up: <=6 required (What made service feel slow?); 7-8 optional neutral; >=9 optional (Anything you liked about the service?)

12) How would you rate the overall cleanliness and orderliness of the restaurant, including the restroom, if applicable?

â Type: Slider 1-10 (default 1) with labels Lowâ Awesome

â Follow-up: <=6 required (Which area felt unclean?); 7-8 optional neutral; >=9 optional (What impressed you about the cleanliness?)

13) How likely is it that you would recommend this branch to others based on your overall experience?

â Type: NPS slider 0-10 (default 1)

â Follow-up: 9-10 required q12a (What made it recommendable?); 7-8 required q12b (What to improve?)

14) Do you have any ideas for new dishes, experiences, or improvements you'd like us to explore?

â Type: Free text

15) Any other suggestions, shout-outs, or concerns we should know about?