

## Customer Questionnaire:

### **How often do you visit the cafe?**

I'm a student and I have classes 3 days of the week. Generally I buy my lunch a couple of times per week, and if I don't buy food I'll usually grab a coffee. So i'd say 2 to 3 times per week.

### **Generally, what times do you tend to visit?**

Mostly for lunch, so about 12 - 12:30pm. If I have an early class I sometimes pick up a coffee before my class begins.

### **What do you most often order when you visit?**

I usually get a Flat White and a sandwich if I go for lunch.

### **Does your order ever vary much from this?**

If it is early I might get a Cappuccino instead of a Flat White.

### **Do you ever have to wait very long for your order?**

Not usually, I think my order is usually ready in about 5 minutes.

### **Given the current shut down and cafes only being available for pick-up orders; would you be open to the idea of home delivery?**

Yes, I would be open to home delivery. All my classes have gone online, so i haven't visited the campus at all. It would be nice to get my lunch delivered on days where i'm quite busy with uni work.

### **When would you tend to use home delivery if it were available?**

I would say mainly for my lunch order that I usually pick up.

**Do you currently take advantage of any of the discounts that the cafe offers for students or loyal customers?**

Yeah, I take advantage of both. I use the student discount for every order and I claim a free coffee probably about once every 3 weeks.

**Have you ever booked a function or event with the cafe?**

No, as a student I haven't really had the need to book the cafe for any kind of function.

**Do you have any questions or comments you would like to add?**

I would like it if the app included the student discount and tracked your loyalty points. I would use it all the time if that were the case. Having to show my card every visit and have the loyalty card stamped does get a bit cumbersome after a while.