**Survay**

1- How often do you use food app or website to order meals?

a. Daily

b. 2-3 times

a week

c. Once a week

d. Rarely

2- What features do you find most important when using a food app or website?

a. User interface

b. Variety of restaurants

c. Delivery speed

d. Reviews and ratings

e. Customization options

f. Loyalty rewards

3- On a scale of 1 to 10, how satisfied are you with the current food apps or websites you use?

a. 1-3 (Very Dissatisfied)

b. 4-6 (Somewhat Dissatisfied)

c. 7-8 (Neutral)

d. 9-10 (Satisfied)

4- What types of cuisine do you most frequently order through food apps or websites?

a. Italian

b. Asian

c. American

d. Mexican

5- How likely are you to try a new food app or website if recommended by a friend?

a. Yes

b. No

6- What factors influence your decision to choose a particular restaurant on a food app or website?

a. Reviews and ratings

b. Menu options

c. Delivery speed

d. Discounts and promotions

e. Previous positive experiences

7- How would you rate the accuracy of estimated delivery times on the food app or website you use?

a. Very accurate

b. Somewhat accurate

c. Neutral

d. Inaccurate

8- Which payment method do you prefer, cash or visa, when using a food app or website?

a. Cash

b. Visa/MasterCard

9- How satisfied are you with the customer service of a food app or website you've used before? And why?

a. Very satisfied

b. Somewhat satisfied

c. Neutral d. Somewhat dissatisfied

e. Very dissatisfied

10- Is the inclusion of nutritional information for menu items important to you when using a food app or website? And why?

a. Yes

b. No

11- How did you first learn about the food app you have used before?

a. App store recommendation

b. Social media advertisement

c. Friends or family

d. Online search

12 - In terms of user experience, how would you rate the navigation and overall usability of the food app or website you currently use?

a. Excellent

b. Good

c. Fair

d. Poor

13- Would you recommend your favorite food app or website to others?

a. Yes

b. No

14- How important is it for a food app or website to provide a responsive and helpful customer support system?

a. Very important

b. Somewhat important

c. Neutral

d. Not important

15- In your opinion, how important is the accuracy of order tracking and real-time updates during the delivery process?

a. Very important

b. Somewhat important

c. Neutral

d. Not important