**Happy Valley Kennels**

**Customer questionnaire**

Hi, Happy Valley Kennels is working on making a website for you to make your reservations online! Please fill out our questionnaire to help us make our website as good as possible for your satisfaction!

Thank you!

1. **How old are you?**
   * + - **Less than 18**
       - **18-25**
       - **25-35**
       - **35-50**
       - **50-60**
       - **60+**
2. **How many pets do you usually bring to the kennel?**
   * + - **1**
       - **2**
       - **3**
       - **4+**
3. **How long do your pets usually stay at the kennel?** 
   * + - **A weekend**
       - **A week**
       - **2 weeks-1 month**
       - **1 month +**
4. **How long does it usually take you to make a reservation?**
   * + - **Less than 5 minutes**
       - **5-10 minutes**
       - **15-30 minutes**
       - **More than 30 minutes**
5. **Has your reservation ever gotten messed up due to a communication error either by email, phone or in person?**

* **Yes**
* **No**

1. **How complicated do you feel it is to make a reservation with us?**
   * + - **Very easy**
       - **Easy**
       - **Hard**
       - **Very difficult**
2. **How many times in a year do you usually use the kennel?**
   * **1 time**
   * **2 times**
   * **3 times**
   * **4+ times**
3. **Would you be more likely to use the kennel if you could make reservations online?**
   * **Yes**
   * **No**
   * **Maybe**
4. **Overall, how satisfied were you with our services?**

1. **What do you think we could do to improve our services at Happy Valley Kennels?**

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**Thank you for participating in our questionnaire! We hope you enjoy using our online reservations when they’re done!**