

CLOSED – ENDED QUESTIONS:

- *Are you satisfied with our services?*
 - ☐ Yes
 - ☐ No
- *Do you agree with the following statement, "It is easy to navigate your mobile app?"*
 - ☐ I agree
 - ☐ I disagree
- *The sun rises in the east.*
 - ☐ True
 - ☐ False
- *How long have you been using our products?*
 - ☐ Less than 6 months
 - ☐ 6 months-12 months
 - ☐ More than 1 year
 - ☐ More than 2 years
- *Where do you think we can improve our services? (Click all that applies)*
 - ☐ Product Quality
 - ☐ Shipping Time
 - ☐ Product variety
 - ☐ Response Time
- *On a scale of 1-5, how will you rate your experience with our company?*
- *Please rank the following according to your preference from 1 to 4, where 1 is the most necessary trait that you look for while purchasing:*
 - ☐ Quality
 - ☐ Cleanliness
 - ☐ Price
 - ☐ Service speed

- *Do you agree with the following statement?*
"I found the app easy to navigate."
 - ☐ Strongly Agree
 - ☐ Agree
 - ☐ Not sure
 - ☐ Disagree
 - ☐ Strongly Disagree
- Do you like our services?
 - ☐ Yes
 - ☐ No
- On a scale of 1-5, how will you rate your overall experience with us?
 - ☐ Highly Dissatisfied
 - ☐ Dissatisfied
 - ☐ Can't Say
 - ☐ Satisfied
 - ☐ Highly Satisfied
- Does our product offer you the benefit that you were looking for?
- Are you satisfied with our services?
 - ☐ Yes
 - ☐ No
- Did you get the results that you were looking for?
- Would you consider purchasing from our brand again?
 - ☐ Yes
 - ☐ No
- Did you like the range of products that we offer?
- Would you recommend us to your friends?

- Did you find our customer service team helpful?
- On a scale of 1-5, how will you rate your experience with our staff?
- Did you know about us before visiting?
- Please rank the following according to your preference, with 1 being most preferred and 5 being least preferred.
 - ☐ Food taste
 - ☐ Ambiance
 - ☐ Waiting Time
 - ☐ Hospitality
 - ☐ Location
- Did we fulfil your expectations?
- How will you rate us on a scale of 1-10?
- Did our staff answer your queries?
- Were you greeted in a friendly manner?
- Did you find our staff helpful?
- Will you purchase with us again?
 - ☐ Yes
 - ☐ No

- Were you served promptly?
- Have you tried the latest model of our product?
- Would you like to try the products of our competitors?
- Can we make your experience better?
☐ Yes
☐ No
- Is our product no longer useful for you?
- Please rate your level of agreement or disagreement with the following statement:

Statements	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
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- The app is extremely easy to navigate.
- I was quickly able to find what I was looking for.
- The checkout process is smooth.
- I can easily add items to my cart.
- The customer care team here is prompt in their response.
- The interface of the app is user-friendly.
- Did you notice any change in our services?

- Have you heard of our company before?
- Please rate our services out of 5 stars?
- Which social media platform do you use the most?
- All things considered, is our brand getting better or worse?
- Are you happy with our services?
- Did you find the waiting time too long?
- Did you wait in the queue to purchase the product?
- Would you like to test our new product?
- Did you find the new feature useful?
- Did you find the checkout process complicated?
- Is our website easy to use?
- Is our store easy to locate?
- Have you ever visited our website?
- Are you satisfied with your time with us?
- Did you use our discounts or coupons?
- Did you receive mail about our promotional events?
- Did you purchase from our competitor before us?
- Did you like our product after using it?
- Do we need any change in our services?
- How long have you been using our products?
 - ☐ Less than 1 year
 - ☐ 1- 2 year
 - ☐ More than 2 years
 - ☐ Never tried your products
- How will you rate our mobile app?