

Reservation System for a Restaurant

This survey is to gather customer expectations and requirements for an online booking system for a restaurant.

* Required

* This form will record your name, please fill your name.

User Expectations of a Booking System

I am currently working on developing a web application that will allow the user to reserve a table at a pizza restaurant.

I want to hear your opinions on what makes a good online reservation system so I can further improve its content and functionalities and meet the user's requirements. Please fill out this quick survey and let us know your thoughts (your answers will be anonymous).

Thank you for your time.

Principal Investigator: Scott Mains

Student ID No: w18003567

1. If you would like to take part in this study, please read the statement below and tick 'I agree'

I understand the nature of the study, and what is required from me. I understand that after I participate I will receive a debrief providing me with information about the study and contact details for the researcher. I understand I am free to withdraw from the study at any time, without having to give a reason for withdrawing, and without prejudice. I agree to provide information to the investigator and understand that my contribution will remain confidential. I also consent to the retention of this data under the condition that any subsequent use also be restricted to research projects that have gained ethical approval from Northumbria University. I agree to the University of Northumbria at Newcastle recording and processing this information about me. I understand that this information will be used only for the purpose(s) set out in the information sheet supplied to me, and my consent is conditional upon the University complying with its duties and obligations under the Data Protection Act 2018 which incorporates General Data Protection Regulations (GDPR). You can find out more about how we use your information at Privacy Notices *

☐ I agree

2. How old are you?

☐ 18 - 24

☐ 25 - 31

☐ 32 - 39

☐ 40+

3. Have you ever used an online reservation system to book a table at a restaurant?

☐ Yes

☐ No

4. Would you rather use an online reservation system or book via other methods?

☐ Online Reservation System

☐ Phone

☐ Social Media

☐

Other

5. Would you be more inclined to use an online booking system if it involved a loyalty point system for future discount offers?

☐ Yes

☐ No

6. Would you book using your mobile phone?

☐ Yes

☐ No

7. Do you have any suggestions for functionality in the booking form?

8. Are there any other features you think would make you want to book again? Other than the loyalty system.

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