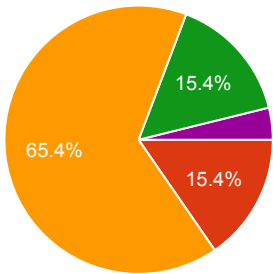


26 responses

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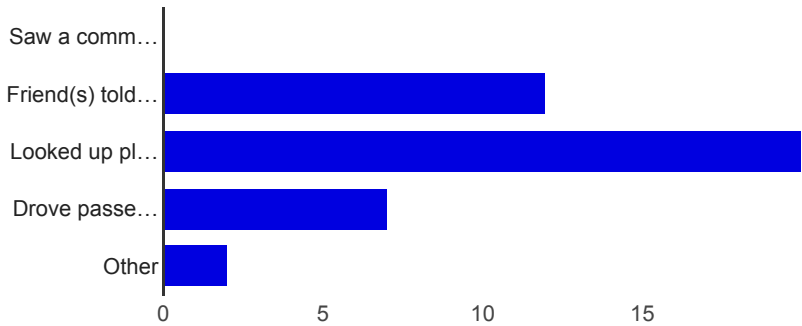
Summary

How often do you eat out?



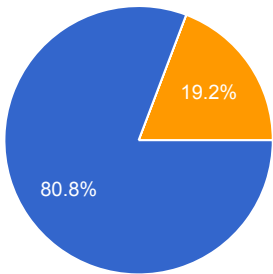
Never	0	0%
Once per week	4	15.4%
2-3 times per week	17	65.4%
Everyday	4	15.4%
Other	1	3.8%

How do you pick the restaurant you're going to?



Saw a commercial for it	0	0%
Friend(s) told me about it	12	46.2%
Looked up places on a food app (i.e. Yelp, Google search, etc.)	20	76.9%
Drove passed it	7	26.9%
Other	2	7.7%

Do you look up restaurant reviews?



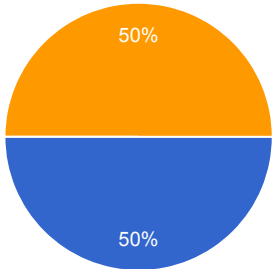
Yes	21	80.8%
No	0	0%
Rarely, but I have a few times	5	19.2%

If so, how do you look reviews up?



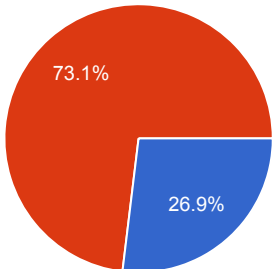
Food application (Yelp, food ordering app, etc.)	23	88.5%
Google Search	7	26.9%
Other	0	0%

When searching for a place to eat, do you use your phone or laptop?



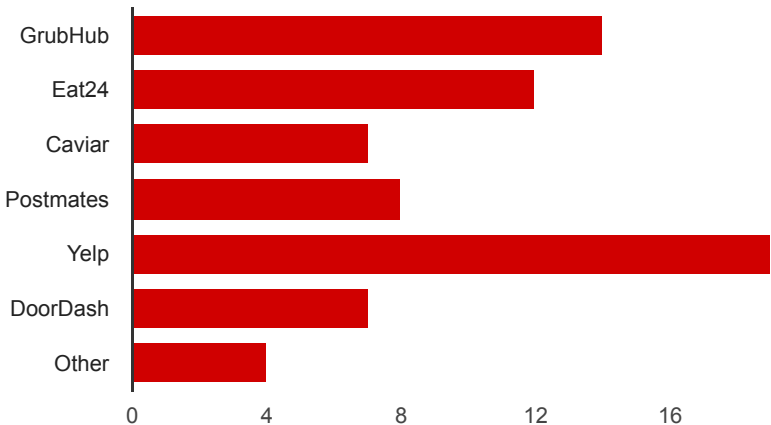
Phone	13	50%
Laptop	0	0%
Both	13	50%
Neither	0	0%

When ordering take-out, would you rather call in or order online?



Call in	7	26.9%
Order online	19	73.1%
Neither	0	0%

Which food applications do you use or have you used?



GrubHub	14	53.8%
Eat24	12	46.2%
Caviar	7	26.9%
Postmates	8	30.8%
Yelp	19	73.1%
DoorDash	7	26.9%
Other	4	15.4%

What do you like about those apps?

Easy to use

Convenient

Being able to see if other people who have been there liked it and what kind of experience they had.

non human interaction

easy to navigate, offers a lot of information quickly

Easy to see menus

They let me be lazy!

Easy to find details and reviews and other suggestions

Nothing

Easy to use. Streamlines the order process. I don't have to talk to idiots on the phone

The convenience

They have convenient accessibility and information

Easy to use as a family making choices You can see what the total order is as you are ordering.

the curation can be really good in uber eats, caviar

Don't charge extra for delivery, give me updates about the timing, easy access/viewing of menus

You get to see the menu and order online. You take your time and get exactly what you want. It also allows you to leave a review for the restaurant to hold them accountable.

Ease of use.

they're easy to use!

Variety of restaurants Photos of dishes Lack of trying to be understood over the phone.

What don't you like about those apps?

Delivery times

Outlandish reviews based off one bad experience.

inaccuracies, sometimes the delivery takes too long

Extra charge

reviews can be confusing, there can be a ton of good reviews and then I see one bad one and I freak out because I don't want to be the one who has that bad experience and hates it. Especially on a budget, I want to make sure when I eat out it's worth it.

Don't know if the restaurant you are interested is on all apps.

Glitch

The service charge for delivery is really expensive. :/

Doesn't always give all available choices

Not always accurate

Don't have all restaurants on them. Don't have food trucks listed

Not always being able to write notes

Some reviews can be paid reviews thus biased information

Haven't used

the reviews are very inconsistent. Apps like caviar, postmates, and uber eats have huge fees for their curation

Don't always have all the restaurants I want

Sometimes they don't have all the items online

With doordash and eat24 you don't get all the data yelp has. Plus, they have very narrowed down choices.

Sometimes menus aren't updated and there isn't a big selection of restaurants depending on your location

Limited menu options, many places don't put everything online Portion sizes sometimes different from expectation set by picture Bookmarking / history is not great Can't search by menu contents at the top level, you can only search by restaurant name.

Why did you first sign up for that food app?

For delivery services

To look up rates on restaurants.

I was hungry

Easy and shows local places

I moved to LA and didn't know anything about the area

Free delivery offers

To look for a restaurant

Friend told me about it or they have a promotion.

Suggested by a friend

Reviews

So I can easily find restaurants around me

Delivery

I'm a total foodie that likes the accessibility these apps offer

Needed a good food review fast

Convenient

certain restaurants are integrated with different apps I sign up if there is a restaurant i want to order from

Because I had a gift certificate

Ease

3 years back

a coupon or percentage off code

Too lazy to go out, sad but true.

What would make you pick 1 food app over the other?

Free delivery + discount happy hours

Based off how many other people use it and for convenience.

user experience, price

Convenience charge

Good photos and a few honest reviews

Discounts or free delivery offers

Compatibility

Cheapest delivery fee! Good food choices.

Ease of use and more choices displayed

Accuracy

More restaurants. Easier to order

Ease of use

If the reviews were more reliable than the other

Nothing

Cost

Availability of the restaurant I want, and price of the delivery service

Easy to use, up to date, and great customer support

Yelp, for it has all the places not only ones it has contracts with. Generous data.

Selection

Food price up to a point, then selection.

Number of daily responses

