

At Metropole restaurant, we aim to provide customers with a range of facilities, served promptly and efficiently by our staff. Please take 5 minutes to complete our customer satisfaction survey and help us maintain our reputation as one of the best restaurants in the area.

## Tell us about your visit to Metropole restaurant

**1. Please enter today's date**

100%

**2. How often, on average, do you visit this restaurant?**

Daily ..... 9% Weekly..... 31%  
Twice a week..... 18% Monthly..... 42%

**3. How many people were in your party today?**

Adults..... 100%  
Children..... 100%






**4. Which of the following items did you order today?**

Hamburger ..... 52% Ice cream..... 17%  
French fries ..... 67% Coffee/tea..... 46%  
Pizza..... 20% Soft drink ..... 49%  
Salad ..... 11% Other ..... 52%  
What else did you order? 100%

**5. How much did you spend in total?**

100%

**6. How do you rate the following?**

|                  | Very Good<br> | Good<br> | OK<br> | Poor<br> | Very poor<br> |
|------------------|--|---|---|---|--|
| Speed of service | 25%  | 47%   | 20%   | 6%  | 2%   |
| Cleanliness      | 39%  | 29%   | 16%   | 12%   | 4%   |
| Parking          | 1%   | 14%   | 39%   | 28%   | 18%  |
| Quality of food  | 18%  | 27%   | 29%   | 16%   | 10%  |
| Choice of food   | 20%  | 18%   | 33%   | 18%   | 12%  |

**7. How do you rate the overall performance of this restaurant?**

(use a score of 10 for excellent and 1 for poor)

100%

**8. Are there any other comments that you would like to make?**

100%

## Tell us about yourself

**9. How old are you?**

Under 18..... 29% 45-60 ..... 22%  
18-24 ..... 20% Over 60..... 10%  
25-44 ..... 20%

**10. Are you male or female?**

Male..... 53% Female ..... 47%

**11. Please enter your zipcode/postcode.**

100%

Thank you for taking the time to help us with our research - please leave your questionnaire in the box provided at reception.