

Customer A

## Your comments

We strive to please our customers with great service and great products, so that you will visit our café every time you shop at our store!

Your comments and ideas are very important to us, so please take the time to tell us what we do well or how we can help make your visit more enjoyable next time. Thank you!

Date: \_\_\_\_\_

Café: Snackbar

What did you buy on your visit?

B'FAST  LUNCH  DINNER  TREAT  DRINK

How would you rate us?

	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of colleagues	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & presentation of food	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Variety of products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café environment (look & feel)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend us to a friend?  YES  NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

It's all too expensive

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.

Customer B

## Your comments

We strive to please our customers with great service and great products, so that you will visit our café every time you shop at our store!

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Date: Monday

Café: Snackbar

What did you buy on your visit?

B'FAST  LUNCH  DINNER  TREAT  DRINK

How would you rate us?

	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Quality & presentation of food	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Variety of products	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Cleanliness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café environment (look & feel)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend us to a friend?  YES  NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

Not enough choice!

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.

Who Said That?

Match the comment card with what each customer said.

Did you like that meal? I really liked everything and I thought the service was good too!

I didn't think my lunch was too bad, but even though the waiter was nice I had to wait fifteen minutes!

No sausage and chips!! Ridiculous!

I'm not coming here again and I'm telling my friends not to bother too

The service wasn't particularly good and it took twenty minutes for my soup to arrive!

That was a good lunch, wasn't it? Good service and good food, but what a price!!

But it was a nice clean place with a good menu. Maybe I'll come again and bring Sue

That was a perfect lunch

Customer C

## Your comments

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Date: \_\_\_\_\_

Café: Snackbar

What did you buy on your visit?

B'FAST  LUNCH  DINNER  TREAT  DRINK

How would you rate us?

	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Friendliness of colleagues	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Quality & presentation of food	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Value for money	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Variety of products	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café environment (look & feel)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend us to a friend?  YES  NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

Too slow!

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.

Customer D

## Your comments

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Date: Monday September 1st

Café: Snackbar

What did you buy on your visit?

B'FAST  LUNCH  DINNER  TREAT  DRINK

How would you rate us?

	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Friendliness of colleagues	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Speed of service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & presentation of food	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for money	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Variety of products	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Café environment (look & feel)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you recommend us to a friend?  YES  NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

Thank you! I enjoyed everything!

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.