

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!

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: *Monday*
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 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!

D

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

B

No sausage and
chips!!
Ridiculous!

B

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

B

That was a
perfect lunch

D

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

C

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

C

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

A

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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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: *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.