

Customer Service Survey

Thank you for visiting Swagat Restaurant. We're conducting a short survey to find out about your dining experience and what we might do to improve. Please help us by completing this short survey. Customers who participate in completing the survey will get a 10% discount on their entire meal. Please provide your server with the completed survey form. Discount limited to one per party. Thank you.

Please indicate your level of agreement or disagreement with the following statements.

| | Strongly Disagree | | | Strongly Agree | |
|--|-------------------|---|---|----------------|---|
| | 1 | 2 | 3 | 4 | 5 |
| The food was served hot and fresh | 1 | 2 | 3 | 4 | 5 |
| The menu had an excellent selection of items | 1 | 2 | 3 | 4 | 5 |
| The quality of food was excellent | 1 | 2 | 3 | 4 | 5 |
| The food was very tasty and flavorful | 1 | 2 | 3 | 4 | 5 |

Approximately how many minutes did you wait before you received your order?

The waiting time was:

- About what I expected
 A little longer than I expected
 Much longer than I expected

Please indicate your level of agreement or disagreement with the following statements.

| | Strongly Disagree | | | Strongly Agree | |
|--|-------------------|---|---|----------------|---|
| | 1 | 2 | 3 | 4 | 5 |
| We were seated promptly | 1 | 2 | 3 | 4 | 5 |
| A server was there to take our order quickly | 1 | 2 | 3 | 4 | 5 |
| The server was friendly and patient when taking our order | 1 | 2 | 3 | 4 | 5 |
| Our server coordinated the timing of the courses perfectly | 1 | 2 | 3 | 4 | 5 |
| The server was able to answer all our questions | 1 | 2 | 3 | 4 | 5 |
| Overall, the service was excellent | 1 | 2 | 3 | 4 | 5 |
| Considering everything, our dining experience was a good value | 1 | 2 | 3 | 4 | 5 |

Would you recommend our restaurant to a friend?

- No
 Yes

The following information will only be kept for our records and will not be distributed to any 3rd party.

Name: _____
Email: _____