

Coffee Shop Experience Survey Template

All questions are optional. Select one answer for each choice question.

Write your answers to the open questions in the space provided.

Think about your most recent visit to this coffee shop. Rate only the parts you experienced and leave names or payment details out of comments.

1. How did you use the shop on your latest visit?

- ☐ Takeaway
- ☐ Sat inside
- ☐ Sat outside
- ☐ Another way

2. How easy was it to place your order?

- ☐ Very difficult
- ☐ Somewhat difficult
- ☐ Neither difficult nor easy
- ☐ Somewhat easy
- ☐ Very easy
- ☐ Not applicable

3. How satisfied were you with the wait for your order?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Not applicable

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4. How satisfied were you with your drink?

- ☐ Very dissatisfied
- ☐ Somewhat dissatisfied
- ☐ Neither satisfied nor dissatisfied
- ☐ Somewhat satisfied
- ☐ Very satisfied
- ☐ Did not buy a drink

5. How comfortable was the seating area you used?

- ☐ Very uncomfortable
- ☐ Somewhat uncomfortable
- ☐ Neither comfortable nor uncomfortable
- ☐ Somewhat comfortable
- ☐ Very comfortable
- ☐ Did not use seating

6. What should we keep doing?

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7. What would improve your next visit?
