

Fast Food Order Feedback Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

Answer about one recent order. All questions are optional. Do not include payment details, an address or private health information.

1. How did you place the recent order?

- ☐ At the counter
- ☐ Drive-through
- ☐ Self-service kiosk
- ☐ Restaurant app or website
- ☐ Delivery platform
- ☐ By phone
- ☐ Another channel
- ☐ Prefer not to say

2. How accurate was the order when you received it?

- ☐ Everything was correct
- ☐ One minor item or customization was wrong or missing
- ☐ A main item was wrong or missing
- ☐ Most of the order was wrong or missing
- ☐ I could not check
- ☐ Not applicable

3. How did the total wait compare with what you expected?

- ☐ Much shorter
- ☐ A little shorter
- ☐ About as expected
- ☐ A little longer
- ☐ Much longer
- ☐ I did not have an expectation

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4. What condition was the food in when you received it?

- ☐ Very poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Excellent
- ☐ I did not receive food
- ☐ Prefer not to say

5. How clear were the menu, customization and price details for this order?

- ☐ Not at all clear
- ☐ Slightly clear
- ☐ Moderately clear
- ☐ Very clear
- ☐ Extremely clear
- ☐ I did not use those details

6. How would you rate the value of this order for the price paid?

- ☐ Very poor
- ☐ Poor
- ☐ Fair
- ☐ Good
- ☐ Excellent
- ☐ I did not pay
- ☐ Prefer not to say

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7. What is one change that would have improved this order experience?
