

Customer Satisfaction Survey Weekly Report

Foodies Eatery Barrhaven
'MultiCSR site'
1234 Main Street
Nepean

Week Ending
2016-06-11

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About The Satisfaction Survey

This Customer Satisfaction Survey is intended to provide a snapshot of customer satisfaction with your business.

Like any tool, however, it is only as good as the input users are willing to provide, and that input could possibly be influenced by friends or hostile individuals submitting biased input. As such, it can be useful to identify areas to explore further but not recommended to be relied upon to determine any particular course of action.

Our typical reporting intervals include the past seven days, the past thirty-five days, and the past year (one, five, and just over fifty-two weeks), and are based on the date and time the survey was **received**, not when the user indicated they had visited. This allows us to maintain past scores and averages without having to re-examine past reports, even if a new survey is submitted indicating a visit in the past.

For survey questions involving a rating system (such as a Five Star rating), a response of 0.0 is considered as not responsive (N/R) and are generally excluded from calculations on the results presented. We may present an **average** score measured over a reporting time interval for a given survey question.

Survey submissions are subject to Privacy Laws, and we do not recommend publication of any responses without the consent of the user involved. Remember that survey submissions containing an email address or other personally identifying information could have been submitted by some other person as entries are not validated.

Current Satisfaction Survey

A: Introduction

General Text	EN	Foodies Emporium Survey
	FR	Foodies Emporium Survey
	KO	Foodies Emporium Survey

B: Main Form

Rating CSR	EN	How was the service?
	FR	Comment était le service?
	KO	?
Rating	EN	How was the food?
	FR	Comment était la nourriture?
	KO	?
Rating	EN	How was the restaurant?
	FR	Comment était le restaurant?
	KO	?
Request Email	EN	Your Email (if you want us to follow up)
	FR	Votre Email (si vous voulez que nous suivons jusqu'à)
	KO	(가)
Checkbox	EN	Check this box to be added to our email list
	FR	Cochez cette case pour être ajouté à notre liste de courriel
	KO	가
Request Comments	EN	Any other comments?
	FR	D'autres commentaires?
	KO	?
Identify CSR **	EN	Served by
	FR	Servi par
	KO	
Time of Visit	EN	Visit date / time
	FR	Visitez date / heure
	KO	/
Submit button	EN	Submit
	FR	Soumettre
	KO	

C: Additional Elements

Privacy Policy Link	EN	
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	FR	
	KO	

D: Thank-you Page

Thanks text	EN	Thank-you for your input.
	FR	Merci pour votre participation.
	KO	- .

Location Details	EN	Please visit us again soon!
	FR	S'il vous plaît nous rendre visite bientôt!
	KO	!

Web URL	EN	
	FR	
	KO	

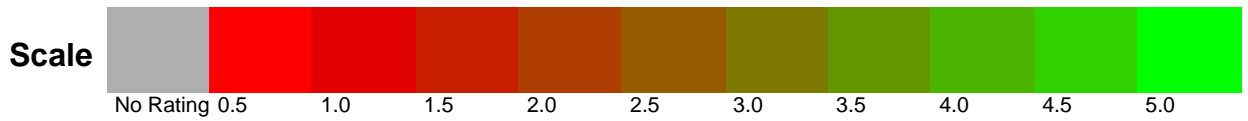
* - Question is inactive (not currently shown in survey)

** - Question identifying Customer Service Representative is only shown if more than one Server is active in the system

Location Details: MultiCSR site

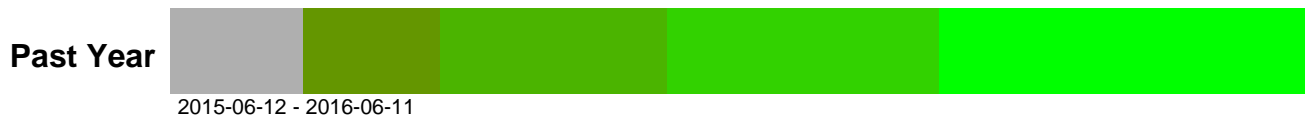
Email to Notify	paul.obeda@gmail.com
Site Name	Foodies Eatery Barrhaven
Address	1234 Main Street
City	Nepean
Phone	
Contact Email	
Privacy URL	
Website URL	
Logo URL	

Ratings: How was the service?



Past 7 Days *No ratings received in this interval*

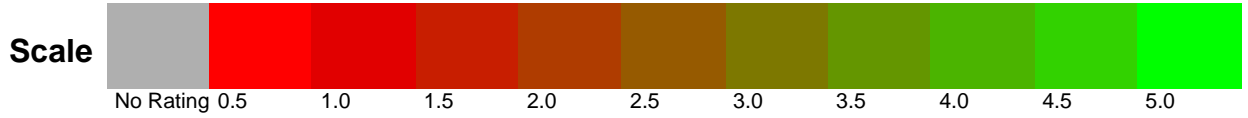
Past 35 Days *No ratings received in this interval*



Range	#	Avg	N/R	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Past 7 Days	0												
Past 35 Days	0												
Past Year	22	4.43	3							3	5	6	8

Per-CSR Ratings: How was the service?

2016-06-05 - 2016-06-11



Server *No ratings received in this interval*
AADA-1339 (Site Default)

Mel B. *No ratings received in this interval*
AFAD-0112 (Melanie Brown)

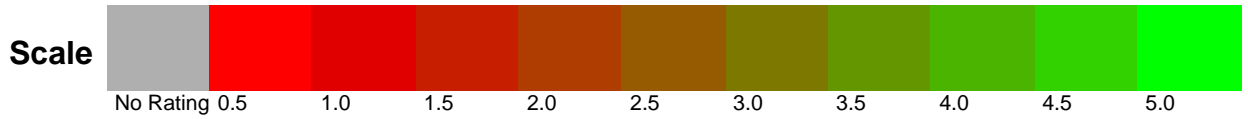
Mel C. *No ratings received in this interval*
ADBA-2642 (Melanie Chisholm)

Emma B. *No ratings received in this interval*
ADCC-8989 (Emma Bunton)

CSR Ratings: Site Default (Server)

Note: Data represents survey submissions received. Correctness cannot be guaranteed.

Direct access code for Server: AADA-1339 - <http://ss9.ca/AADA-1339>



Past 7 Days *No ratings received in this interval*

Past 35 Days *No ratings received in this interval*

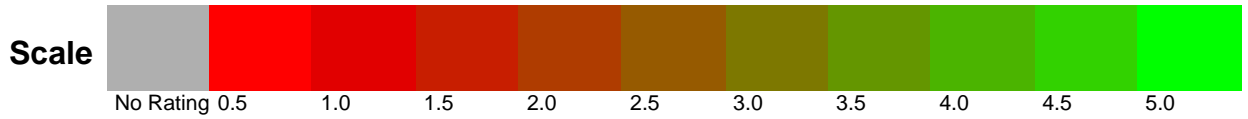


Range	#	Avg	N/R	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Past 7 Days	0												
Past 35 Days	0												
Past Year	12	4.29	3							2	5	1	4

CSR Ratings: Emma Bunton (Emma B.)

Note: Data represents survey submissions received. Correctness cannot be guaranteed.

Direct access code for Emma B.: ADCC-8989 - <http://ss9.ca/ADCC-8989>



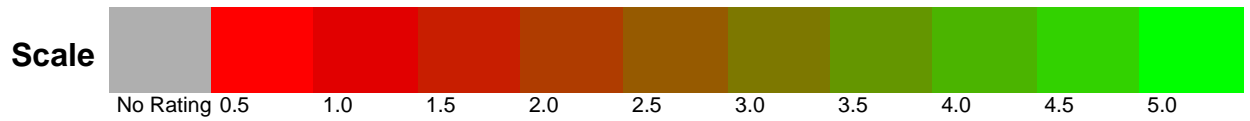
Past 7 Days *No ratings received in this interval*

Past 35 Days *No ratings received in this interval*



Range	#	Avg	N/R	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Past 7 Days	0												
Past 35 Days	0												
Past Year	5	4.40								1		3	1

Ratings: How was the food?



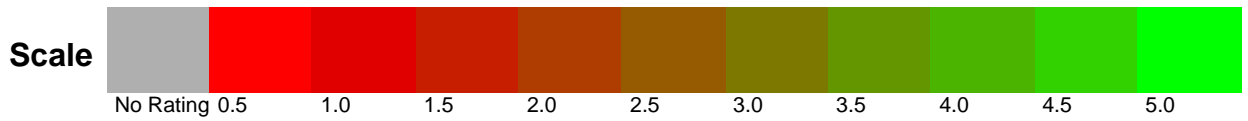
Past 7 Days *No ratings received in this interval*

Past 35 Days *No ratings received in this interval*



Range	#	Avg	N/R	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Past 7 Days	0												
Past 35 Days	0												
Past Year	22	3.95	3							7	12	1	2

Ratings: How was the restaurant?



Past 7 Days *No ratings received in this interval*

Past 35 Days *No ratings received in this interval*



Range	#	Avg	N/R	0.5	1.0	1.5	2.0	2.5	3.0	3.5	4.0	4.5	5.0
Past 7 Days	0												
Past 35 Days	0												
Past Year	21	3.90	4						2	9	5	1	4