

APÉNDICE A

Encuesta de Sulek & Hensley (2004)

Customer Satisfaction Survey

Please help us improve customer service by answering the following questions.

Please circle the number which best describes your level of satisfaction with waiting for a table:

	Very Dissatisfied	Moderately Dissatisfied	Neither	Moderately Satisfied	Very Satisfied
Waiting time before you were seated	1	2	3	4	5
Fairness of the order of seating	1	2	3	4	5
Comfortable waiting area	1	2	3	4	5
Crowding in the waiting area	1	2	3	4	5
Politeness of host area staff	1	2	3	4	5

Please circle the number which best describes your level of satisfaction with dining:

	Very Dissatisfied	Moderately Dissatisfied	Neither	Moderately Satisfied	Very Satisfied
Server attentiveness	1	2	3	4	5
Atmosphere of the dining area	1	2	3	4	5
Seating comfort in the dining area	1	2	3	4	5
Quality of food	1	2	3	4	5
Quality of overall dining experience	1	2	3	4	5

	Definitely Not	Probably Not	Unsure	Probably	Definitely
If you had an opportunity, would you come back to this restaurant?	1	2	3	4	5

Approximately how many minutes did you wait to be seated?

Do you have any suggestions that would make your dining experience more pleasant?

Thank you for your assistance!