

Coffee Underground Guest Feedback

Date _____ Day of the Week _____ Time of Day _____ "First-Timer" "Regular" "Occasional"

Your Name (please print) _____ Email _____

City, State, Zip Code _____

We will NEVER share any information or names with others.

Within a month, how many times have you visited CU? _____ Other coffee shops? _____

Coffee brand you use at home or office? _____ Cost per pound? _____

Where do you purchase? _____ Did you know that we roast our coffee in house? _____

What activities do you do downtown? Shop _____ Dine _____ Events _____ Stroll _____ Live _____ Work _____

Your Favorite Downtown Things? _____

Prefer Locally-Owned or franchise/chain shops? _____ Why? _____

Service & Server: (Circle all that apply) **Service Rate** (0-10) _____

Greeted at Door. Friendly Smile. Who is my server? Neat Staff Appearance. Staff Goofing Off.

Attentive Server. Lack Luster. Obvious Teamwork. Left me guessing. Timely Beverages.

Prompt follow-up. Left Used Dishes. Got Correct Items. Given Feedback Form. Had to ask for check.

Details: _____

Products & Quality: (Circle Item/s) **Service Rate** (0-10) _____

Eye-Catching. Good Quality. Bev. Too Sweet. Not Sweet Enough. Yummy Tasting.

Just O.K. Taste. Bev. Hot Enough. Right Amount. Out of Desired Item. Clean Utensils.

Details: _____

Just a bit more: **Overall Experience Rate** (0-10) _____

Easy Parking. Safe Downtown. Inviting Entrance. Clean/Neat Cafe. Many Dirty Tables.

Good Music. Comfortable. Came to Study/work. Rowdy Groups. Restrooms need attention.

Will you be back for more great times at Coffee Underground? Yes. Probably. Maybe. No.

Any additions or Deletions to CU? _____

What can we do for you? _____

Any changes or additions to Downtown? _____

Thanks a latte!

We appreciate your time, feedback and loyalty to Coffee Underground.

We hope to cU soon!

Dana and CU Staff.