SurveyNinja

Cafe staff evaluation survey

9 questions. About 3 min to answer.

About the guest

1. How did you find out about our cafe?

Choose one answer.

- ○ Social media ads
- ○ Search engine ads
- ○ TV ads
- ○ Offline ads
- ○ Recommendation from friends/relatives
- ○ Walked past it
- ○ Other: _____

2. How often do you visit our cafe?

Choose one answer.

- ○ I'm a regular customer
- ○ From time to time
- ○ Rarely
- ○ Was there once

Service and staff

3. Please rate the overall level of service in our cafe Required

1 – Poor, 5 – Excellent

[1] [2] [3] [4] [5]

4. Was there anything that disappointed you?

_____

_____

_____

5. Please rate the cafe staff based on the following parameters

1 – Poor, 5 – Excellent

	1	2	3	4	5
Appearance	○	○	○	○	○
Professionalism	○	○	○	○	○
Politeness	○	○	○	○	○
Speed of service	○	○	○	○	○
Attention to detail	○	○	○	○	○

6. Please rate the quality of service by department

1 – Poor, 5 – Excellent

	1	2	3	4	5
Waiters	○	○	○	○	○
Baristas	○	○	○	○	○
Managers	○	○	○	○	○
Chef and cooks	○	○	○	○	○
Security	○	○	○	○	○

Profile and ideas

7. Your age

Choose one answer.

- ○ Under 18
- ○ 18–24
- ○ 25–34
- ○ 35–44
- ○ 45–54
- ○ 55–64
- ○ 65 and older

8. What can we improve to provide you a better service?

9. Your email

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/cafe-staff-evaluation-survey

Survey template from SurveyNinja: surveyninja.io