

APPENDIX – II

Inquiry No.

Date

1. Name of the Customer : _____

2. Residential Address : _____

Telephone No : _____

Mobile No. : _____ E-mail : _____

3. Gender : _____

Male Female

4. Age (in years) : _____

Below 18 18-25 26-35 36-45 Above 46

5. Educational Qualification : _____

Non-Matriculate Matriculate Graduate Post-Graduate

6. Occupation : _____

Non-employed Professional Self-employed

7. Monthly Income : _____

Less than Rs. 5000/- Rs. 5000/- To Rs. 10000/-

Rs. 10000/- To Rs. 25000/- Rs. 25000/- To Rs. 50000/-

Above Rs. 50000/-

8. Which caterer you like most? _____

Name of caterer _____

Reason _____

9. How do you know about the caterer? _____

Friends and Relatives Visiting Card Mangalkaryalya

Any Function Advertisement Website/Internet.

Regarding your earlier experience with the Caterer, please indicate your degree of agreement with the following statements. '1' means you strongly agree with the statement, while '5' means you strongly Disagree with the statement. We are interested in the number that best describes your satisfaction.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	2	3	4	5

A] XXXXXXXXXX

S. N.	Statement	1	2	3	4	5
1	You visited caterer because he/she is a highly reputed caterer.					
2	Caterer is flexible for sudden changes in quantity and services.					
3	You feel satisfied with the overall quality of caterer considering all of your experience with them.					
4	You received exactly what you ordered.					
5	The caterer has adequately provided the menu and prices of services.					
6	The prices of food item and other services are reasonable.					
7	The caterer appears to be fully aware of customers requirements.					
8	Caterer follows cleanliness and hygiene during the complete event.					
9	Caterer has ability to meet the needs of clients					
10	Caterer has ability to communicate with clients and staff.					
11	Caterer is associated with current trends.					

B] [REDACTED]

S. N.	Statement	1	2	3	4	5
1	Employees are very helpful and attentive.					
2	Employees' service is prompt.					
3	Employees and servers appearance is neat and clean.					
4	Employees understand your needs.					
5	Your problems regarding Venue, Menu and other services are promptly handled.					
6	Staff members are well trained and you feel like appreciating them.					
7	Employees follow personal hygiene.					
8	Employees interact with clients in a pleasant manner.					
9	You are very satisfied with the behavior of the staff.					

C] [REDACTED]

S. N.	Statement	1	2	3	4	5
1	Time and attention are given to food safety in storage, preparation and display.					
2	You are happy with the equipments used by the caterer.					
3	You are happy with presentation of food and services like Decoration, Stall arrangement, Entertainment, Music etc.					
4	You are happy with adequate parking.					
5	Caterer provides pure drinking water.					
6	Caterer provides separate hand wash basin facility.					
7	You are satisfied with the seating arrangement.					
8	You are very satisfied with services provided by the caterer.					

D] [REDACTED]

S. N.	Statement	1	2	3	4	5
1	The managements approach is Customer oriented.					
2	Caterer always hears your problems patiently and solves it.					
3	Your suggestions are appreciated.					
4	Caterer takes proper action against your Complaints.					

10 What is your suggestion and opinion about catering services?
