

Self-Checkout Evaluation

Please take a few minutes to fill out this survey on the timeliness and quality of the service you received today using the self-checkout features of _____ (Place of Business) at _____ (Location of Business)

Timeliness

How long did it take you to wait through the line for the self checkout?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Over 30 minutes	Over 300 minutes	Over 3 generations of my families lineage

How many times did the self-checkout require a manager's assistance?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Once	Twice	It took two managers, two IT people, and a service call to India to get it working correctly.

Quality

Are you disappointed that this place of business expects you to do its employee's jobs?

<input type="radio"/>
Yes

Would you mind if this place of business requested you perform other simple tasks while you shop (sweeping, stocking, shipping/receiving, janitorial) so it might further reduce overhead costs?

<input type="radio"/>	<input type="radio"/>
Yes	No

What is your opinion on having customers scan their own items, versus other available technologies like RFID, which would scan your entire cart of items in seconds?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I think people like waiting in line and working for companies without getting compensated. I say, make the customer scan!	I think the customer's time is money, and offering instant checkout using RFID technology would be a 'value added feature' of shopping at this place of business.	Philosophy Majors need jobs too! Leave those checkout positions as minimum wage opportunities!

Personal Information

Providing the following information is optional.

First Name: _____ Last Name: _____

Address: _____

City: _____ State: _____ ZIP Code: _____

Telephone: _____ Gender: _____ Age: _____

Thank you for taking the time to fill out our survey. We rely on your feedback to help us improve our services. Your input is greatly appreciated.