

CUSTOMER SURVEY ANSWER LEGEND

The following survey questions include all answer options, in order from best to worst, for customers when completing the survey on treescoffee.com. Using this legend, you can see how each question was rated compared to potential answers.

How would you rate your overall experience at Trees Organic Coffee?

- It was a fantastic experience!
- It was great, I really liked it
- It was good but not great
- I wasn't very impressed
- It was quite disappointing

How would you rate the friendliness of the staff?

- Amazing!
- I'm happy
- Could be better

How would you rate the speed of the service?

- Amazing!
- I'm happy
- Could be better

How would you rate the facility cleanliness?

- Spotless
- It's decent enough
- Could be more clean

How would you rate the cafe atmosphere?

- There's a great vibe
- It's comfortable enough
- Not very comfortable

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How would you rate the value for your money?

- Great bang for my buck!
- It's a fair price to pay
- I didn't see the value for what I paid

How would you rate the portion sizes?

- Just right
- Too Small
- Too much

How would you rate the taste and quality of our coffee?

- Excellent!
- I like it
- I've had better
- Not applicable / didn't order it

How would you rate the taste and quality of our cheesecake?

- Best in Vancouver!
- I like it
- I've had better
- Not applicable / didn't order it

How would you rate the taste and quality of our fresh baked pastries?

- Delicious!
- I like it
- I've had better
- Not applicable / didn't order it

How would you rate the taste and quality of our freshly prepared sandwiches?

- Delicious!
- I like it
- I've had better
- Not applicable / didn't order it