

Appendix A – Survey Questions

1. How would you rate the quality of the products and services we provide?

- A - Excellent
- B - Good
- C - Satisfactory
- D - Unsatisfactory
- F - No effort
- E - Not applicable

2. How would you rate the overall experience of placing your order?

- A - Excellent
- B - Good
- C - Satisfactory
- D - Unsatisfactory
- F - No effort
- E - Not applicable

3. How would you rate the customer service that we provide to you?

- A - Excellent
- B - Good
- C - Satisfactory
- D - Unsatisfactory
- F - No effort
- E - Not applicable

4. If you used the E-Commerce section of the website to make your purchase, how would you rate the ease of that transaction?

- A - Excellent
- B - Good
- C - Satisfactory
- D - Unsatisfactory
- F - No effort
- E - Not applicable

5. Any additional comments over the service you received?