and Courtesy  
Overall Experience  

Age Group:  

- 18-25  
- 26-35  
- 36-45  
- 46-55  
- 56-65  
- older  

Gender:  

- Male  
- Female  

All In One  

1. Did the customer service representative greet on entry?  
   - Yes  
   - No  

2. Did the CSR pay attention to you?  

3. Undivided attention?  
   - Excellent  
   - Good  
   - Satisfactory  
   - Poor  

4. Did the CSR offer to assist you?  
   - Yes  
   - No  

5. Was the CSR courteous?  
   - Yes  
   - No  

6. How would you rate the CSR's attitude?  
   - 5 stars  
   - 4 stars  
   - 3 stars  
   - 2 stars  
   - 1 stars  

7. Overall Satisfaction  
   - Excellent  
   - Good  
   - Satisfactory  
   - Poor  

---  

**Bat & Ball Restaurant Sports Bar**  

<table>
<thead>
<tr>
<th>Category</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Fairly Satisfied</th>
<th>Not Satisfied</th>
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<tbody>
<tr>
<td>Alcohol/Wine availability</td>
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<tr>
<td>Ambiance &amp; Music</td>
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<tr>
<td>Friendliness of service</td>
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<tr>
<td>Food Taste</td>
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<td>Speed of service</td>
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<tr>
<td>Price of food</td>
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<tr>
<td>Cleanliness of restaurant</td>
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<tr>
<td>Menu Variety</td>
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