



**Center for Service  
Quality Enhancement**  
*... Service Matters*

# **CUSTOMER SURVEY MANUAL**

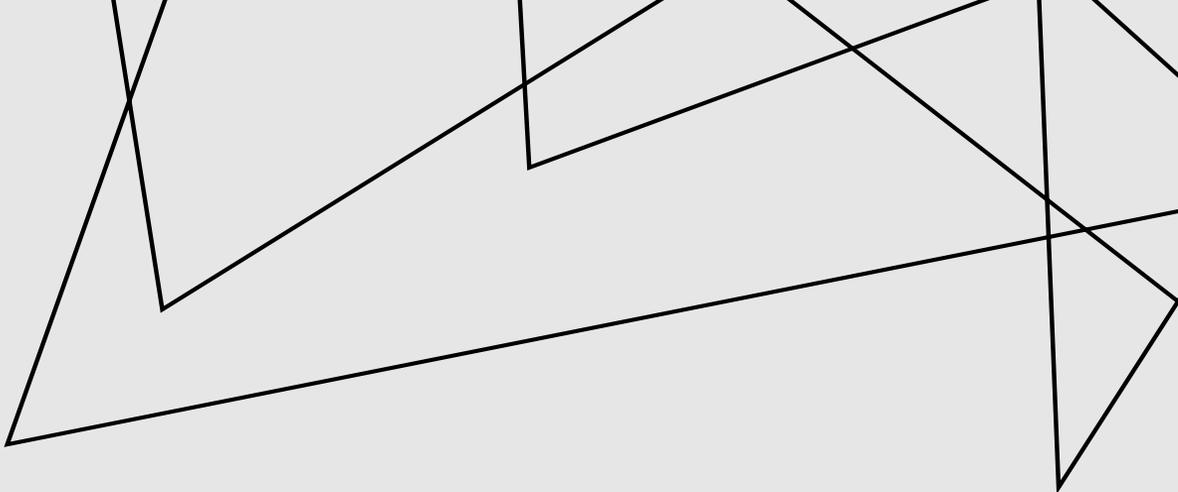
# ABOUT THIS MANUAL

- This manual is designed to guide clients through the customer survey process step by step.
- The instructions provided will remain consistent as the interface will not change; however, updates to features or processes may occur in the future.
- Please read this manual thoroughly to ensure accurate registration.
- Optional features or variations might not be applicable to all users or systems.
- Images and examples provided are for reference purposes only.
- Content is subject to change without prior notice. For the latest updates, refer to the official website.

# OPERATING SYSTEM & SOFTWARE SUPPORT

Our system is designed for broad compatibility, ensuring seamless usage across different platforms and devices:

- **Internet Browsers:** The system is fully compatible with all major internet browsers, including Google Chrome, Mozilla Firefox, Microsoft Edge, and Safari. Ensure that you use the latest version for the best experience.
- **Windows Operating Systems:** Supports all versions of Windows, including Windows 10 and 11. Regular updates to your operating system are recommended for optimal performance.
- **Mobile Devices:** Compatible with both Android and iOS devices, enabling access through mobile browsers or dedicated applications.



## Copyright

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# STEP 01

## SCAN THE QR CODE

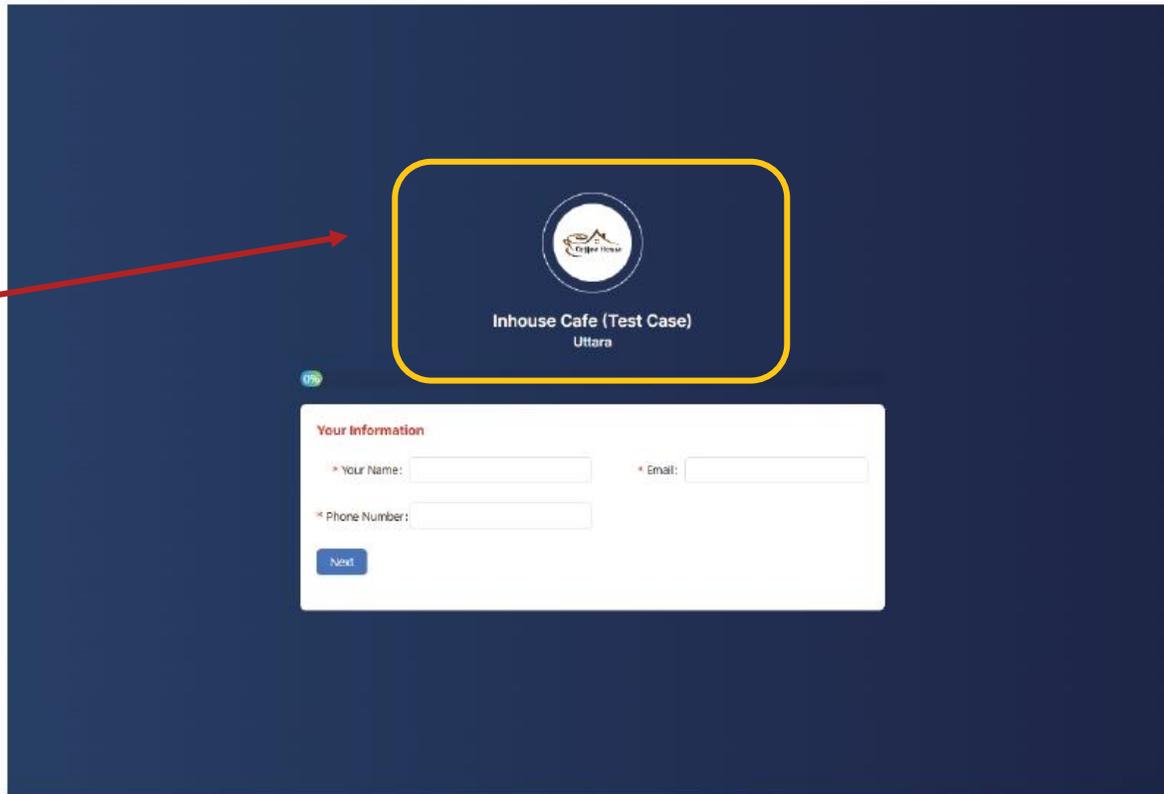


- Scan the QR Code from the Table top scanner and open the link on the phone browser. (recommended browser Google Chrome)

# STEP 02

## SURVEY FORM

- After scanning the QR Code the survey form will open.
- On the form the company logo and name will be displayed
- Branch name will be displayed.

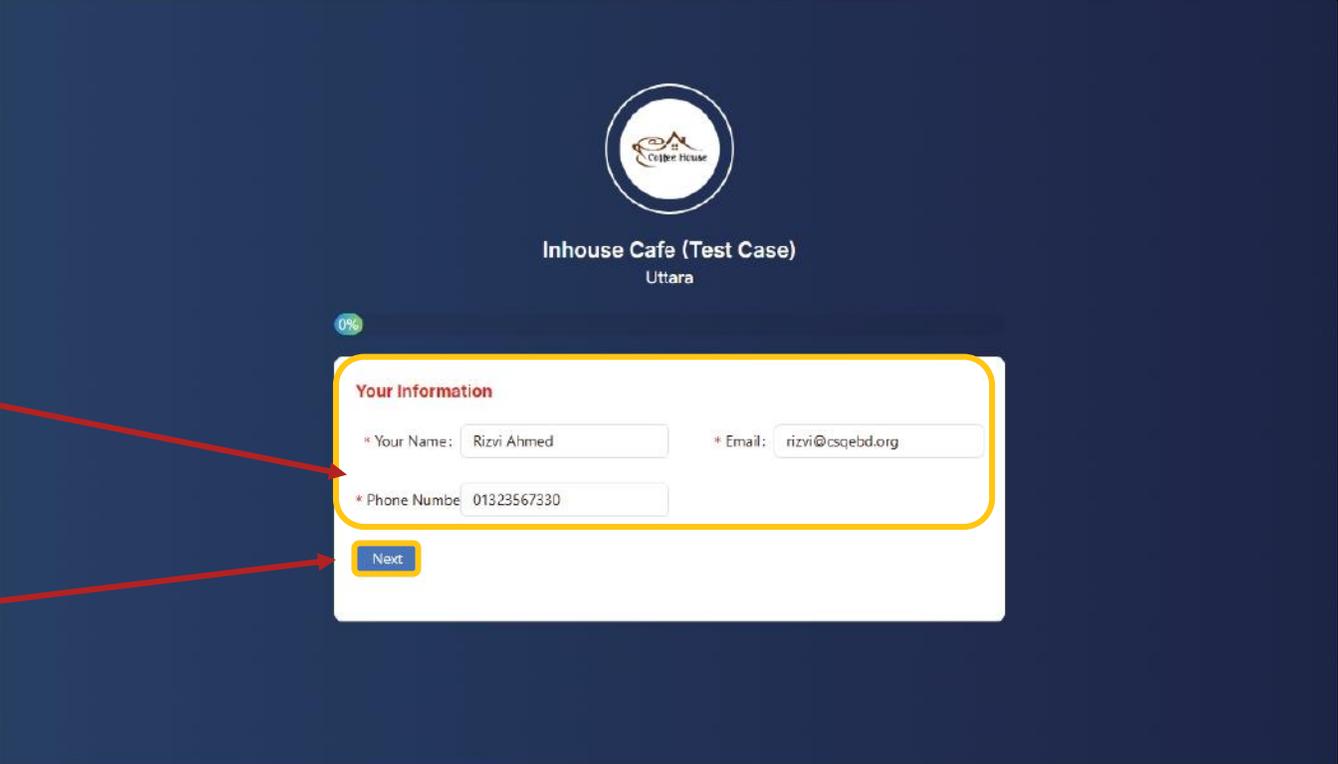


The screenshot shows a survey form on a dark blue background. At the top center, there is a yellow rounded rectangle containing the company logo (a circular emblem with 'SA' and 'Coffee House' text) and the text 'Inhouse Cafe (Test Case)' and 'Uttara'. A red arrow points from the left towards this logo area. Below this, there is a white box titled 'Your information' with a small green '179' icon to its left. Inside this box, there are three input fields: 'Your Name:', 'Email:', and 'Phone Number:'. A blue 'Next' button is located at the bottom left of the white box.

# STEP 03

## CUSTOMER INFO

- Fill up the customer info correctly.
- Email and Phone number must be valid.
- Phone number must have 11 digits.
- Using the same email and phone number a customer can only fill up one survey once per day.
- Click on next.



The screenshot shows a dark blue background with the 'Coffee House' logo at the top center. Below the logo, the text 'Inhouse Cafe (Test Case)' and 'Uttara' is displayed. A progress indicator shows '0%'. The main form, titled 'Your Information', is highlighted with a yellow border and contains the following fields:

- \* Your Name: Rizvi Ahmed
- \* Email: rizvi@csqebd.org
- \* Phone Number: 01323567330

A blue 'Next' button is located at the bottom of the form. Red arrows point from the list items to the form fields and the 'Next' button.

## STEP 04 SURVEY FORM

- The main survey form will open and the questions will be displayed with numbering and a Progress Bar.



Inhouse Cafe (Test Case)  
Uttara

4%

Select a langua... ▾

**Question 1**

\* Does every time the restaurant/café does what it promised to do?

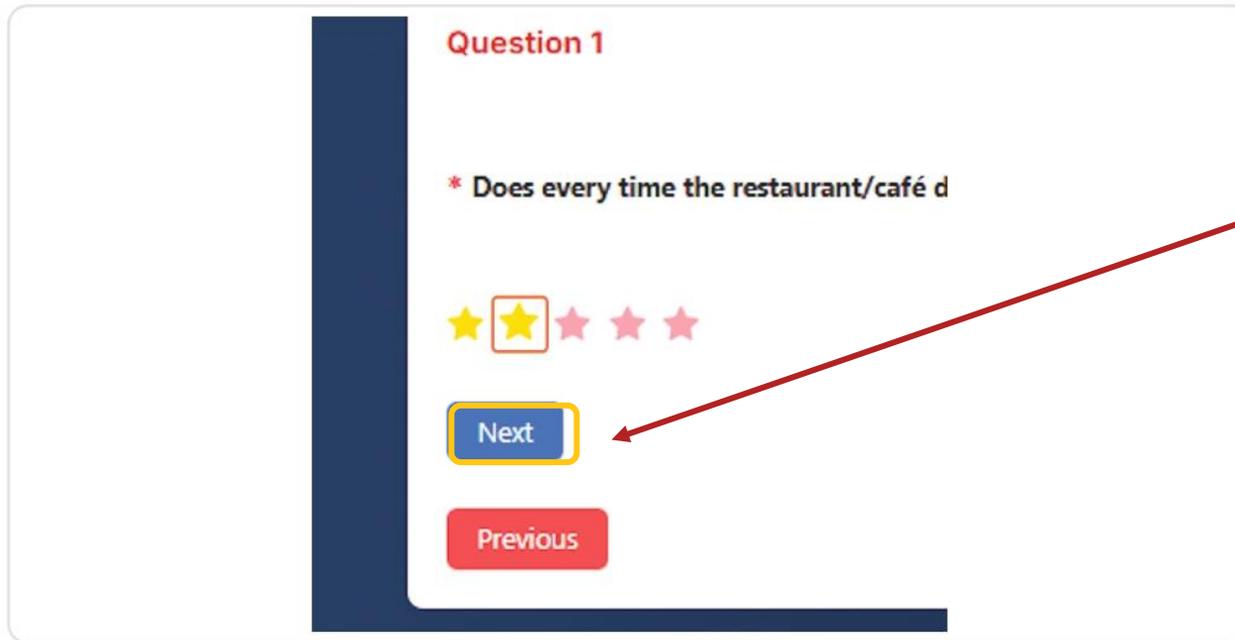
★ ★ ★ ★ ★

Next

Previous

# STEP 05

## ANSWERING THE SURVEY



Question 1

\* Does every time the restaurant/café d

★ ★ ★ ★ ★

Next

Previous

- Answer all questions by clicking or tapping on the blank stars of your likes.
- Click on next to go to the next question.

## **STEP 06**

# **ANSWERING THE SURVEY**

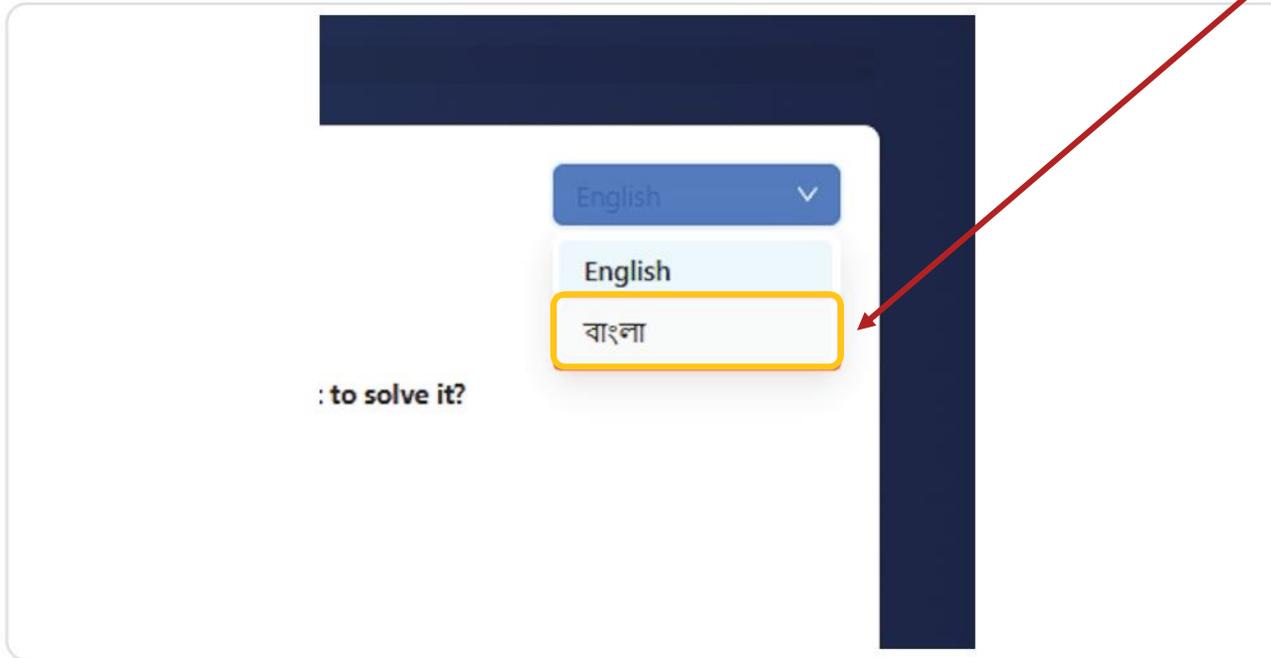
- Customer have to answer a total number of **27** questions from 9 Categories.
- Answering process is same for all questions.

# STEP 07

## CHANGE THE QUESTION LANGUAGE

- Customer can change the language of the questions from English to Bengali.





- Click on the Language name to change the language of the question.

## STEP 08

**Question 5**

\* রেস্তুরেন্ট/ক্যাফের কর্মীরা সবসময় আপনাকে

★ ★ ★ ★ ★

Please answer the question first!

Next

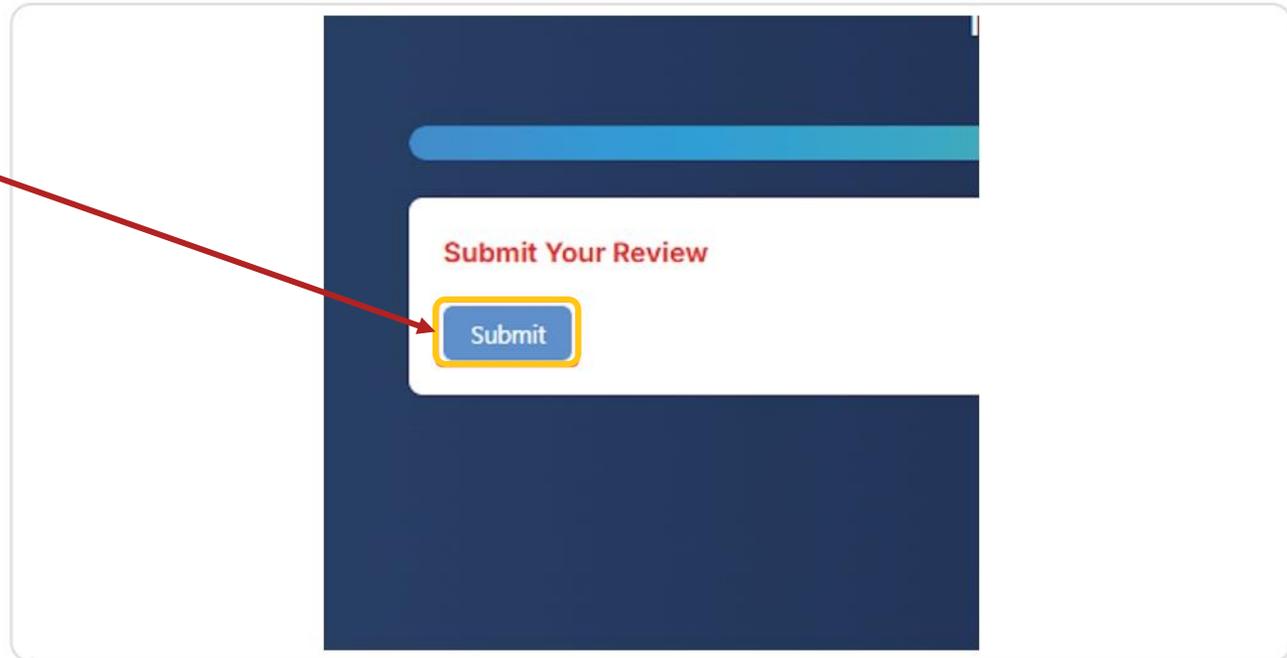
Previous

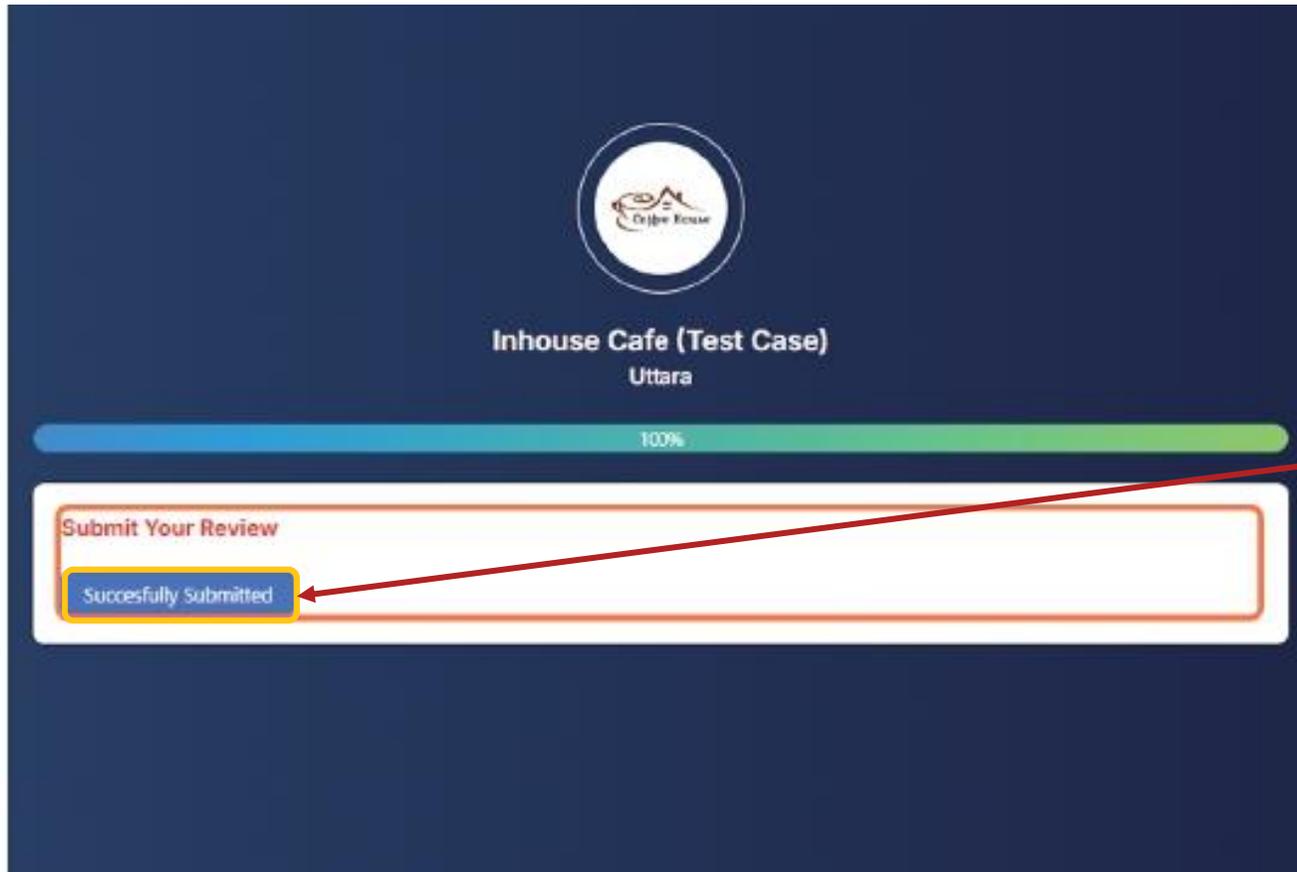
- Customer have to give rating from 1 to 5 Star to go to the next question.

# STEP 09

## SUBMITTING THE SURVEY

- After answering the 27<sup>th</sup> question, click on next and click on submit.





- Wait for a second after clicking on submit.
- Once the form is successfully submitted the submit button will change to **Successfully Submitted**.



# THANK YOU!

## Contact Us

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