**CUSTOMER SERVICE QUESTIONAIRE:**

What was the reason for your visit to the Bookstore?

* Purchase textbooks
* Purchase game day spirit products
* Purchase snacks or beverages
* Just dropping in to browse

Were all of the products you wanted to purchase available?

* Yes
* No

If not what product were you looking for?

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What did you end up purchasing from the Bookstore?

* Textbook(s)
* Trade book(s)
* Spirit products
* Greek products
* Basic general merchandise
* Snack(s) or beverage(s)

What do you like most about the new Bookstore?

* Location
* Larger sales floor
* Products offered in the store

Rate the friendliness of the store with 1 being the lowest and 10 being the highest:

\_\_\_\_\_\_\_\_\_\_

Would you visit our Bookstore again or recommend the bookstore to someone else?

* Yes
* No
* Rate your entire experience with 1 being the lowest and 10 being the highest:

Additional comments or feedback:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_