

АнкетЫ

Questionnaires



Forward 8



Micro

* please circle your choice as required

First name Jodie

Surname Mellors

M F

Age*
under 25 25-35 35-55 55+

Daytime telephone number 392345

Do you have a car?* Y N

How often do you shop at Micro each month?
once a week

Which of these things do you usually buy at Micro?*

fruit and vegetables meat bread and rolls
 cosmetics soft drinks

How expensive do you find our products?*

cheap average expensive

Are you happy with our service?*

yes quite happy unhappy

Are you happy with the range of products on offer?

I'd like to see a better choice of
vegetarian food.

How can Micro improve its service?

Perhaps you could open longer in the
evenings.

Thank you for your time!

Правила составления анкеты опроса

TRAIN YOUR BRAIN | Questionnaires

- 1 Give your questionnaire a title so it's clear what it is for.
- 2 Make sure you only ask for information you really need.
- 3 Make sure each question only asks about one thing.
- 4 Write your questions in a logical order – personal information like name or age should be together at the top. Be careful with word order!
- 5 Check that any multiple choice questions include all the possible answers.

Сопоставь вопросы 1-4 с ответами a-d

Match questions 1–4 with the groups of answers a–d below.

- 1 How often do you buy *Top One* magazine?
- 2 Are you happy with the service in our restaurants?
- 3 How do you find the prices in our snack bar?
- 4 What do you think about the choice of goods in our supermarket?

A cheap / average / expensive

B poor / average / good

C unhappy / quite satisfied / very satisfied

D never / sometimes / often

5 Put the words and phrases in the correct order to make questions. Then match them with answers a–f.

- 1 how often/do/our restaurant/visit/you?
- 2 the service/you/satisfied with/are?
- 3 buy/you/in our shop/what/usually/do?
- 4 in our café/do/think of/the prices/you/what?
- 5 your/what/the new menu/is/opinion of?
- 6 improve/can/our service/we/how?

- a Quite expensive.
- b You should open on Sundays too.
- c CDs and books.
- d Yes, very satisfied.
- e It's better than before.
- f About twice a week.

1. How often do you visit our restaurant?
F about twice a week.

2. Are you satisfied with the service?
Yes, very satisfied.

Напишите анкету об удовлетворенности клиентов вашей школьной закусочной или столовой. Следовать указаниям ниже.

- 1 What personal information do you need to know about your customers? Name/Age/Class/Gender/Phone number?
- 2 Which of these things do you want to ask about in your questionnaire? Choose at least four.

- prices
- service
- choice
- opening hours
- quality of the food
- what you usually buy
- how often you visit
- how to improve service