

APPENDIX A
QUESTIONNAIRE

Customer Satisfaction with the Office Canteen

My name is Nattawan Chaiyadhiroj. I am a second-year graduate student in English for Career Master Program at the Language Institution, Thammasart University.

This questionnaire is developed as a part of the course on Research Methodology, which is a partial requirement to fulfill the Master's Degree, with the purpose to evaluate the customer satisfaction towards the office canteen.

The collected data will be instructive to the Human Resources Department for a future improvement on the operation of the canteen. All information derived from this questionnaire will be kept confidential and used for my paper in order to meet the fulfillment of the Master's Degree program requirements only.

All kind assistance in answering this questionnaire will be highly appreciated and your responses are assured to be a great importance to this research.

Sincerely yours,

Ms. Nattawan Chaiyadhiroj

Please complete the following questions by marking X (please answer every question)

Part 1: Personal Information

1. Please identify your gender

- Female Male

2. How old are you?

- 20 yrs. and under
 21 - 30 yrs.
 31 - 40 yrs.
 41 - 50 yrs.
 51 yrs. and over

3. Please select your education level.

- Vocational School or Lower
 Undergraduate
 Graduated or Upper

4. In the past 5 months, have you ever bought any food, snack or drink at the office canteen?

- Yes No

5. When do you most often go to the office canteen to buy any food, snack or drink?

- 08.00 hrs. and earlier
 08.01 hrs. - 09.30 hrs.
 09.31 hrs. - 10.30 hrs.
 10.31 hrs. - 11.30 hrs.
 11.31 hrs. - 12.30 hrs.
 12.31 hrs. - 13.30 hrs.
 13.30 hrs. and later

6. How often do you buy food or drink at the office canteen?

- once per day
 2 - 3 times per day
 4- 5 times per day
 more than 5 times per day

Part 2: Satisfaction Evaluation

1. What items do you buy at the office canteen?

- Foods
 Beverages
 Snacks

2. Have you ever used the hand-washing sink, provided in the office canteen?

- Yes
 No

3. Have you ever disposed something onto the disposal area, provided in the office canteen?

- Yes
 No

4. Have you ever used the public phone, provided in the office canteen?

- Yes
 No

5. Have you ever drunk water from the water tubes, provided in the office canteen?

- Yes
 No

6. Please identify your response to the following lists.

1 = Strongly Disagree

2 = Disagree

3 = Uncertain

4 = Agree

5 = Strongly Agree

	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
	1	2	3	4	5
Seller					
6.1 The sellers are service-minded.					
6.2 The sellers are in clean dress.					

	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
	1	2	3	4	5
Sanitation					
6.3 The canteen's floor is clean.					
6.4 The canteen's tables are clean.					
6.5 The utensils are properly washed, cleaned and sterilized.					
6.6 The food is sanitized.					
6.7 The sanitation of beverages is good.					
6.8 The ice used for the beverage is dirtless.					
6.9 The provided hand-washing sinks are clean.					
6.10 The disposal areas are provided sufficiently.					
6.11 The public telephones are maintained in clean condition.					
6.12 The drinking water tubes are maintained in sanitary condition.					
Price					
6.13 The food price is reasonable.					
6.14 The beverage price is reasonable.					
6.15 The snack price is reasonable.					
Utensils					
6.16 Spoons are provided sufficiently.					
6.17 Forks are provided sufficiently.					
6.18 Chopsticks are provided sufficiently.					
6.19 Tissue napkins are provided sufficiently.					
6.20 Water glasses are provided sufficiently.					

Part 3: Recommended Facilities

7. Please prioritize the entertainment facilities that you prefer to be equipped in the office canteen.

(1 indicates the most preferred item, 4 indicates the least preferred item)

- Television
- Newspaper
- Radio
- Entertainment Magazine

Part 4: Hierarchy of Needs

8. Please prioritize the necessary elements for the office canteen.

(1 indicates the most necessary item, 5 indicates the least necessary item)

- The variety of foods, beverages and snacks
- The price of food, beverage and snack
- The sanitation of food and eating area
- The entertainment facilities
- The location of canteen is easily accessible.

9. Please identify any other recommendation for the customer satisfaction towards the office canteen.

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THANK YOU