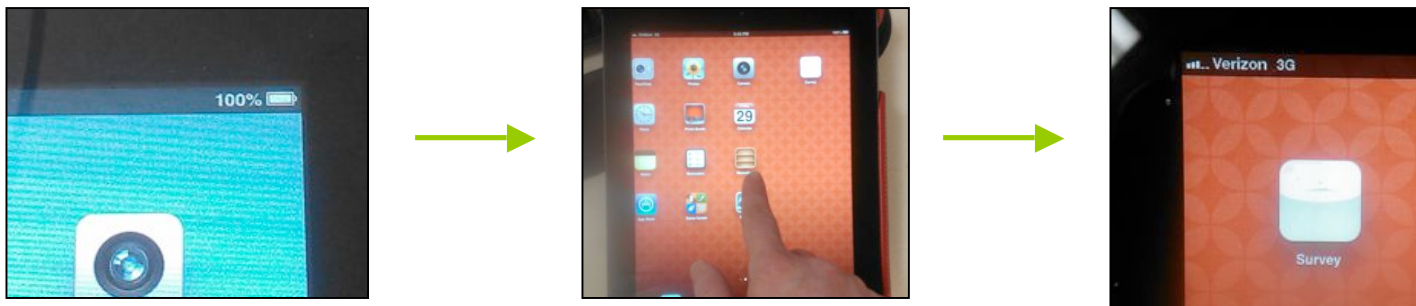


Handling Instructions

iPad Survey Collection

Getting Started

1. Begin by turning the iPad on and making sure it is fully charged
 - If not, immediately plug it in to charge and prepare for gathering the surveys
2. Before interacting with the guests, take the survey yourself so you know the timing and language of the questions
 - Slide the screen over one time
 - Locate the app icon named "Survey" and press it to launch the questions



Survey Taking

- At the bottom left of the screen on Safari (the web page), you will see the word "Privacy"
 - **MAKE SURE this word is highlighted in a light blue box – simply touch the word if not**
- Once the survey is loaded, follow through the questions and hit *Next* after each one (as seen in the first picture below)
- On the last question, you will see the *Done* button and will hit that to submit all answers (see second picture below)
- Once our homepage is fully loaded, hit the white square home button on the iPad (as seen below)
- You will simply hit the same *Survey* app button to begin the next survey

4. Please tell us which meal you ate with us on that visit.

Breakfast

Lunch

Dinner

Prev Next

15. What is your average household income?

Under \$25,000

\$25,000 - \$50,000

\$50,000 - \$75,000

Over \$75,000

Would rather not say

Prev Done



Talking to Guests

- Unless otherwise specified for a certain survey, always approach a guest toward the end of their meal or while they are eating dessert
 - This will prevent us from interrupting their main course
- A sample script or approach is – *Good evening, we are looking to get some feedback from our guests. Would you be interested in taking a short survey in exchange for a coupon?*
 - If they agree, proceed with the survey
 - If they do not want to participate, simply say *Okay, thank you. Enjoy the rest of your meal with us!*
- At the end of each completed survey, tell the guest *Thank you!* and hand them one coupon
 - Coupons are a one for one exchange – only guests completing the survey are to receive one

End of Shift

- Plug in iPads that need charging