



Customer Feedback Form

We'd love to know how your visit went - it takes under a minute. Only the first question is required.

QUESTION 1

Overall, how was your experience today?



QUESTION 2

What did we do well?

QUESTION 3

What one thing could we improve?

QUESTION 4

How likely are you to recommend us to a friend?

0	1	2	3	4	5	6	7	8	9	10
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Not likely

Extremely likely

QUESTION 5

Want us to follow up? Leave your email.

Only used to follow up about your visit. Never shared, never used for marketing.



For managers: using this form

Keep this page - print page 1 only for guests.

Getting the most from paper feedback

- **Place it where the experience happens** - one per table, room or till point, with a pen.
- **Collect daily.** Someone on shift gathers forms at close and flags anything urgent.
- **Log the scores weekly.** One average per site, tracked week on week, tells you if service is moving.
- **Act on question 3.** "What one thing could we improve?" is where the value lives - pick one theme a week and fix it.
- **Follow up fast.** If a guest left an email with a complaint, reply the same day.

When you outgrow paper

The digital version of this exact form takes guests under a minute by QR code, alerts your team instantly to poor ratings, tags every response by table or room, and invites happy guests to leave a Google review at the perfect moment. It is free to start on one venue at sentoma.com.