

Dear Customer(s):

On the behalf of the manager of Nhat Nguyen Café Bistro, I want to thank you for giving us the opportunity to serve you. Please help us serve you better by taking a couple of minutes to tell us about the services that you have received so far. We appreciate your satisfaction and want to make sure we meet your expectations. Attached, you will find a coupon with % of discount for the next time you join us. We hope that you will accept this as a token of our good will.

Sincerely,

|                               | Terrible | Poor | About average | Very good | Excellent |
|-------------------------------|----------|------|---------------|-----------|-----------|
| The customer services         | 0        | 0    | 0             | 0         | 0         |
| Duration of services          | 0        | 0    | 0             | 0         | 0         |
| Store location                | 0        | 0    | 0             | 0         | 0         |
| Store atmosphere and decor    | 0        | 0    | 0             | 0         | 0         |
| The menu selection            | 0        | 0    | 0             | 0         | 0         |
| Products display              | 0        | 0    | 0             | 0         | 0         |
| Products and services charges | 0        | 0    | 0             | 0         | 0         |

Please describe if there was any particular aspect that we forgot to mention above:

Once again, thank you for your time and opinions to help us improve our products and services.

Dear fellow friends and worker(s):

I would like to ask for a few minutes of your time filling out my questionnaires, which serves only to analyse the topic in my practical part of the bachelor thesis. Due to your concern, these questionnaires are kept as an anonymous, therefore you can stay in "Undercover" :D! A big thank you in advance to all participants for the willingness and cooperation! :)

Sincerely,

|    |   |                           |                       |                       |                       |                           |
|----|---|---------------------------|-----------------------|-----------------------|-----------------------|---------------------------|
| No |   | Nothing                   | Easy                  | Basic                 | Hard                  | Very hard                 |
| 1  | Entrance requirements                         | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
|    |   | Terrible                  | Poor                  | About average         | Very good             | Excellent                 |
| 2  | Training time                                 | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 3  | Talent retention                              | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 4  | Monitor wellbeing                             | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
| 5  | Facilitate on changes (ex: time...)           | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
|    |   | Never                     | Sometimes             | Very often            | Usually               | Always                    |
| 6  | Performing advices                            | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
|    |   | Terrible                  | Stressful             | Friendly              | Great                 | Perfect                   |
| 7  | Working environment                           | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
|    |   | Very cheap                | Cheap                 | Average               | High                  | Very high                 |
| 8  | Salary pay                                    | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
|    | Day of payment: 5 <sup>th</sup> of each month | Very long (>4 weeks late) | Long (2-4 weeks late) | On time               | Soon (5 days early)   | Very soon (>5 days early) |
| 9  | Salary payout hold up                         | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |
|    |   | Never                     | Easy                  | On occasion           | Hard                  | Very hard                 |
| 10 | Promotion opportunities                       | <input type="radio"/>     | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/>     |

In your opinions, what's wrong with the company's management?