

Restaurant Goodsnitch Scores

Goodsnitch Scores - Product

Attribute (App Order)	"Good" Score	"Not So Good" Score	Total ("Importance")	Relative Performance ("+/-")
atmosphere (7)	6	4	10	2
cleanliness (8)	3	3	6	0
other (9)	1	5	6	-4
portion size (6)	4	2	6	2
price (3)	5	6	11	-1
quality (2)	9	9	18	0
taste (5)	8	8	16	0
value (1)	7	7	14	0
variety (4)	2	1	3	1

Goodsnitch Scores - Service

Attribute (App Order)	"Good" Score	"Not So Good" Score	Total ("Importance")	Relative Performance ("+/-")
attitude (1)	9	9	18	0
friendly (4)	8	7	15	1
helpful (5)	5	6	11	-1
knowledge (8)	4	1	5	3
other (9)	1	3	4	-2
patience (7)	3	2	5	1
proactive (6)	2	4	6	-2
skill (2)	6	5	11	1
speed (3)	7	8	15	-1

Attribute App Order: The placement of the attribute (button) on our mobile app screen from top left (1) to bottom right (9)

Scores: The most (9) to least (1) selected buttons by users (a user can choose all or none of the 9 buttons)

Importance: The Good and Not So Good Scores added together

Relative Performance: Good Score minus Not so Good Score