

Survey for Keno Players

Hello, I am a UBC student creating this survey for a project in my technical writing course. This survey is meant to help me retrieve data regarding the current ticket selling method at Guildford Lotto!. This data will be used to improve customer satisfaction and store efficiency in how tickets are being sold to customers. The survey will ask simple questions about your experience in playing Keno in stores and will consist of 6 questions. All responses are voluntary and will be recorded anonymously. Thank you for your time.

1. I play multiple rounds of Keno in store
 - a. Yes
 - b. No

2. I have missed a round of Keno due to an occupied cashier register or long lines
 - a. Yes
 - b. No
 - c. Other: _____

3. Has the long wait times deterred you from playing Keno?
 - a. Yes
 - b. No

4. How often do you play Keno in store?
 - a. Not very often
 - b. Sometimes
 - c. Often times
 - d. Most of the time

5. Would a self-serve machine where you could avoid the normal lines encourage you to play in store more often?
 - a. Yes
 - b. No
 - c. Other: _____

6. What is the biggest deterrent that stops you from playing Keno?
 - a. Long wait times
 - b. Frustration from missed rounds
 - c. I don't play multiple rounds
 - d. Too busy in the store
 - e. Other: _____