

Kanga is a small quick-service restaurant in downtown Toronto that sells traditional Australian meat and veggie pies of nine different varieties.

“QuickTapSurvey is simple to use, looks pretty and does a great job of attracting customers to complete the survey and leave their email. It has awesome capabilities for on-going product testing as well.”



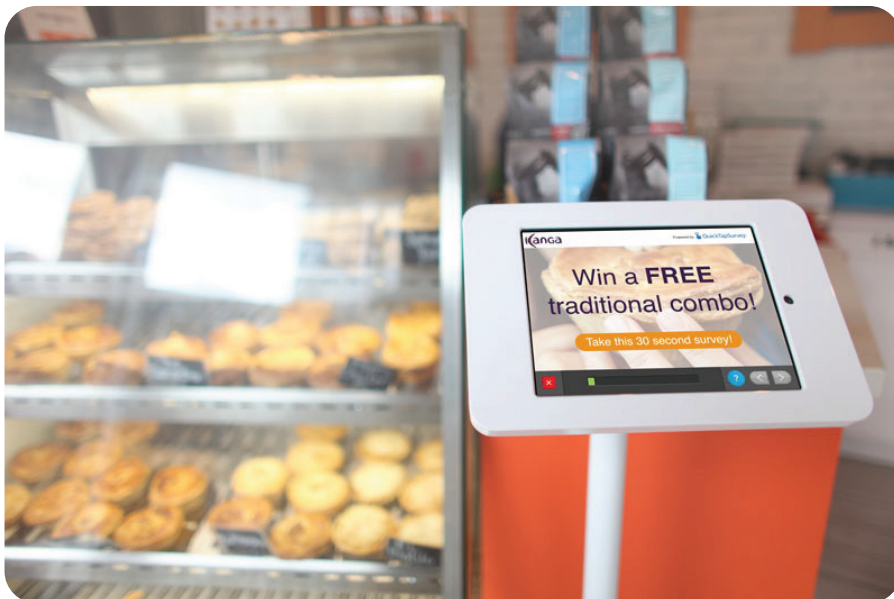
Megan Chan, Co-Founder  
Kanga

**Challenge:** Get feedback quickly at a busy location

**Results:** Extremely high response rate

#### Key Customer Benefits

- 😊 Simple to use
- 🎯 Attractive to customers
- ! Manager notifications



### The Challenge

- Find an effective customer survey tool that captures a high volume of responses at a quick-service restaurant.
- Understand customer preferences and tastes to improve product and ensure repeat visits.
- Avoid using an email survey tool that yields a low-response rate.

### The Solution

- Use the modern technology of QuickTapSurvey to display a beautiful survey to the customer before they leave.
- Attract customers with an incentive to complete the survey.
- Amplify positive feedback by asking customers to leave a review on Yelp.
- Expand email marketing program by asking customers to leave their email address.

### The Results

- The beautifully-designed screens attracted a high volume of customers to the survey.
- Over 50% of customers expressed interest in leaving a Yelp review, enhancing Kanga's reputation.
- Potential to use QuickTapSurvey data to conduct on-going product testing.