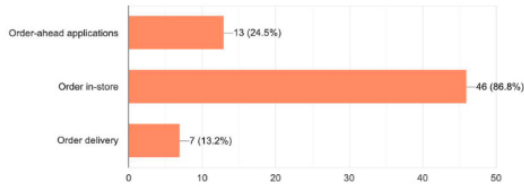


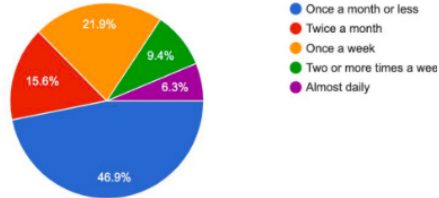
### How do you usually order food/drinks from quick service restaurants (i.e. Starbucks)?

53 responses



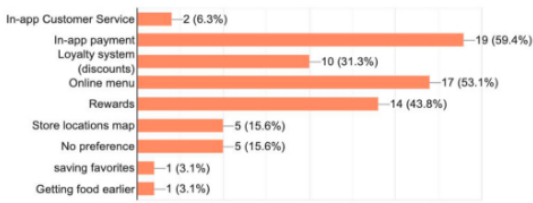
### On average, how often do you use order-ahead applications?

32 responses



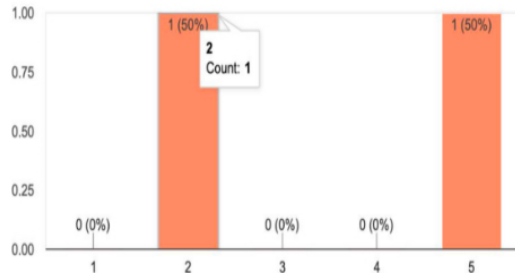
### What do you like about using your most frequently used order-ahead application?

32 responses



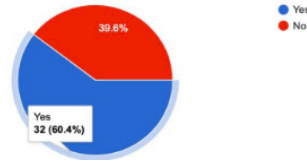
### Please rate how much you like this application.

2 responses



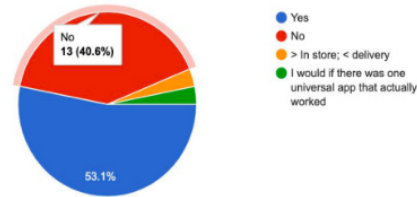
### Have you ever used order-ahead applications to order food/drinks before?

53 responses



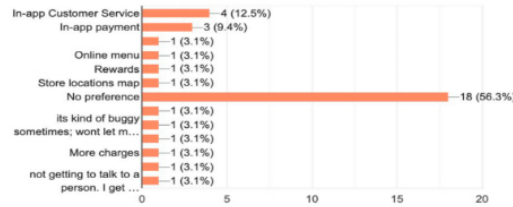
### Do you prefer order-ahead applications to order delivery and order in-store?

32 responses



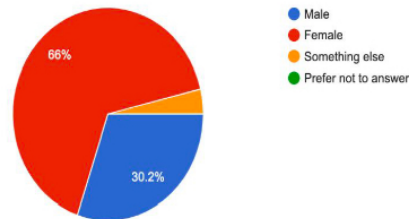
### What do you NOT like about using your most frequently used order-ahead application?

32 responses



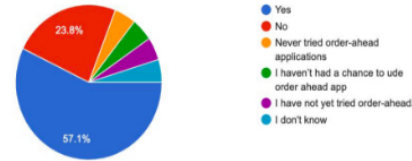
### What is your gender?

53 responses



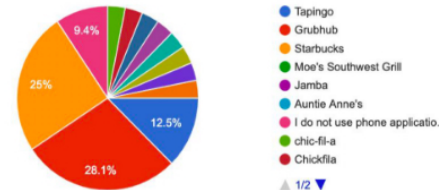
### Do you prefer order in-store or order delivery to order-ahead applications?

21 responses



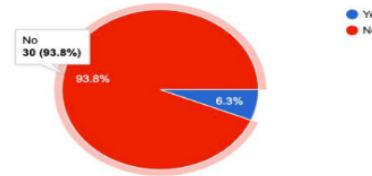
### What online order-ahead application do you use most frequently?

32 responses



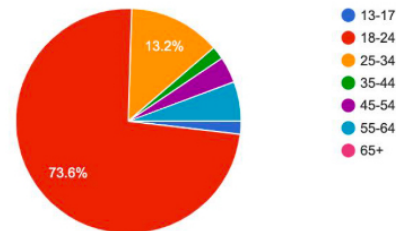
### Have you used the Jamba order ahead application before?

32 responses



### What is your age?

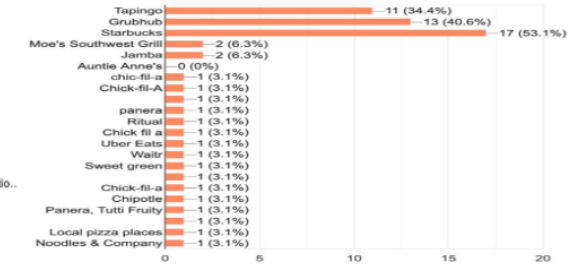
53 responses



I just haven't bothered to try order ahead applications  
 I don't typically think that far ahead. I kind of just decided what I want when I eat.  
 I've never used order ahead system but I feel it'll be great if executed well.  
 Honestly I usually order in store because I've just never bothered to download any of the order-ahead/delivery applications.  
 If I bring my own mug or container for my order its much easier to order in-store to get them to use it.  
 There's no human interaction by ordering ahead, id rather walk inside to a restaurant like chick fil a  
 I'm just worried that order-ahead apps might not be reliable. My orders might get messed up. I also don't use order delivery apps very often.  
 I need to take time to download app, install and figure it out  
 I'm just old fashioned and haven't downloaded anything that lets me order online.  
 Ordering in store is easy, you just say what you want and get it. There has never been a need for me to order in advance  
 I like to see the menu in the store.

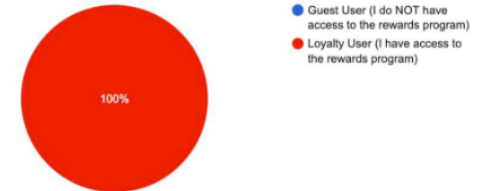
### What order-ahead phone applications have you used?

32 responses



### Are you a guest or loyalty member?

2 responses



### Follow-Up Questions

#### What do you like about using the Jamba application?

2 responses

Ordering ahead  
 getting reward points - not having to wait in line when I get there  
 -it recommended me a new product I did not know they had

#### What do you not like about using the Jamba application? 2 responses

Technical issues  
 N/A

#### What (if anything) frustrates you the most about the Jamba app ordering process? 2 responses

Map  
 N/A