

# **Survey/ online reservation**

Dear visitor,

Due to the health situation caused by the covid-19, Guimet Museum started an online reservation system with time slots.

In order to improve this online reservation system, we would like to know more about your user's experience.

Would you have a few minutes to answer our questions ?

(30 questions – approximatively 3 minutes)

## **About You**

### **1. Which age category do you fall into?**

- 18-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- more than 76

### **2. You are ?**

- A woman
- A man
- Rather not say

### **3. Where do you live ?**

- In Paris
- In the suburbs of Paris
- In France
- Abroad

### **4. Have you ever visited Guimet Museum ?**

- Yes
- Yes, Once
- Yes, more than once
- No

## **Your habits regarding visiting museums and exhibitions**

**5. How often do you visit museums or exhibitions (before covid) ?**

- Rarely (once a year)
- Regularly (once or twice a semester)
- Often (once a month)
- Very often (more than once a month)

**6. Before March 2020 lockdown, what were your habits regarding of buying tickets for museums ? (several answers possible)**

- Buying at the Ticket Office of the museum
- Buying from tickets platform (Fnac, Leclerc, etc..), in a shop
- Buying from tickets platform (Fnac, Leclerc, etc..), online
- Employee representative committee
- Online reservation via the museum website
- Other (please precise:.....)

**7. Do you buy items or services online ?**

- Never
- Sometimes (once a year)
- Often (once a month)
- Very often (more than once a month)

**8. How comfortable would you say you are at using online services ?**

- You never use internet and don't understand how it works
- You can use it but it requires time and concentration
- You know how to use it
- You are an expert

**Your personal experience booking online with [billetterie.guimet.fr](http://billetterie.guimet.fr)**

**9. Did you choose to come to Guimet Museum to visit:**

- the permanent collections
- A temporary exhibition
- Both

**10. Did you book a time slot for ..?**

- 1 person
- 2 persons
- 3 to 5 persons
- More than 6 persons

**11. When did you decided to come ?**

- More than a month ago
- Around a month ago
- Around a week ago
- Two days ago
- Last minute

**12. Before you book tickets online, what information do you usually look for in the first place ?**

- Instructions to book online
- Opening hours
- The day's schedule
- Prices
- Free and discounted admission conditions
- Payment options
- Terms and conditions
- Other:.....

**13. Did you find informations about booking.. ?**

- Easily
- With difficulty

**14. Did you find informations about pricing and General Conditions and terms of sales... ?**

- Easily
- With difficulty

**15. Did you use the « Instructions to book » Guide ?**

- Yes
- No

**16. Do you usually read the Sales Terms and Conditions ?**

- Yes
- No

**17. Did you understand the first step to book (meaning signing up) ?**

- Yes
- No

**18. Did you easily choose the time you wanted ?**

- Yes
- No

**19. Were you able to pay easily ?**

- Yes
- No

**20. Do you think that our museum's payment system is ...?**

- Very Reliable
- Reliable
- Unreliable

**21. How long did you wait to receive the email confirmation?**

- I received it immediately
- Less than 10 minutes
- Between 10 minutes and 1 hour
- I Never received it

**22. How long did you wait to receive the tickets by email?**

- I received it immediately
- Less than 10 minutes
- Between 10 minutes and 1 hour
- I Never received it

**23. Was the email reservation blocked by an anti-spam system?**

- Yes
- No

**24. Did you purchase your tickets directly from Guimet.fr?**

- Yes
- No

**25. Usually you prefer to:**

- Download your tickets
- Print your tickets

**26. If you bought your tickets online with your cell phone, what did you think about the interface ?**

- Convenient
- Inconvenient

**27. How would you evaluate the online shopping page?**

Readability:

- Very satisfied
- Satisfied
- Dissatisfied
- No opinion

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Usability:

- Very satisfied
- Satisfied
- Dissatisfied
- No opinion

**28. How would you evaluate our reservation platform?**

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

**29. Did you ask for help from the museum's staff by telephone, or in the museum?**

- Yes
- No

**30. Will you purchase your tickets online again?**

- Yes
- No
- Maybe
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**31. Any more comments you might have, or improvements you might suggest?**

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Thank you for your participation. We promise to make every effort to meet your needs and wishes.

