

VI. Questionnaire

1. Do you use a computer either at home or at work?

- Home
- Work
- Do not use

2. How long have you been using personal computers?

- Less than one year
- 1-3 years
- 4-5 years
- 6 or more years

3. About how many hours per week do you spend online viewing websites? (Excludes times spent reading email or participating in chat) 14

4. At what level would you rate your experience using the Internet?

- Beginner
- Intermediate
- Advanced
- Expert

5. Do you own a smartphone?

- Yes
- No

6. About how many hours per week do you spend on your mobile phone viewing mobile websites (Excludes email or app usage) 1

7. What is your age group? (Check one)

- Under 18
- 18-25
- 26-35
- 36-45
- 46-60
- Over 60

8. How often do you stay at hotels?

- Never
- Once a year
- A few times a year
- Monthly
- Weekly

9. How aware are you of the supplies in your room in regards to their quality (bed sheets, towels, rugs, robes, etc.)?

- Not aware
- Slightly aware
- Indifferent
- Aware
- Very aware

10. What is your household income?

- Less than 30K
- 31-50K
- 51-70K
- 71K-90K
- 91K-100K
- 101K-300K
- 301K+

11. Have you ever shopped online for hotel supplies for personal or business use?

- Yes
- No