

## Customer Perceptions

1 = Strongly Disagree; 3 = Neutral and 5 = Strongly Agree

I am satisfied with the service	1	2	3	4	5
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### ENTER YOUR DATA INTO MICROSOFT EXCEL

The screenshot shows the Microsoft Excel interface with the following data table:

	A	B	C	D	E
1	Customer Perceptions 1	Customer Perceptions 2	Customer Perceptions 3	Customer Perceptions 4	Customer Perceptions 5
2	5	5	5	5	5
3	4	4	3	4	4
4	4	3	3	3	3
5	3	3	3	3	3
6	4	4	4	4	4
7	3	3	3	3	3
8	4	4	3	4	3
9	5	5	5	5	5
10	4	4	4	4	4
11	3	3	3	3	3
12	3	3	3	3	3
13	2	2	2	2	2
14	3	3	3	3	3
15	4	4	4	4	4
16	3	3	3	3	3
17	5	5	5	5	5