

BESPOKE SURVEYS

UK Food Delivery, Vol 23

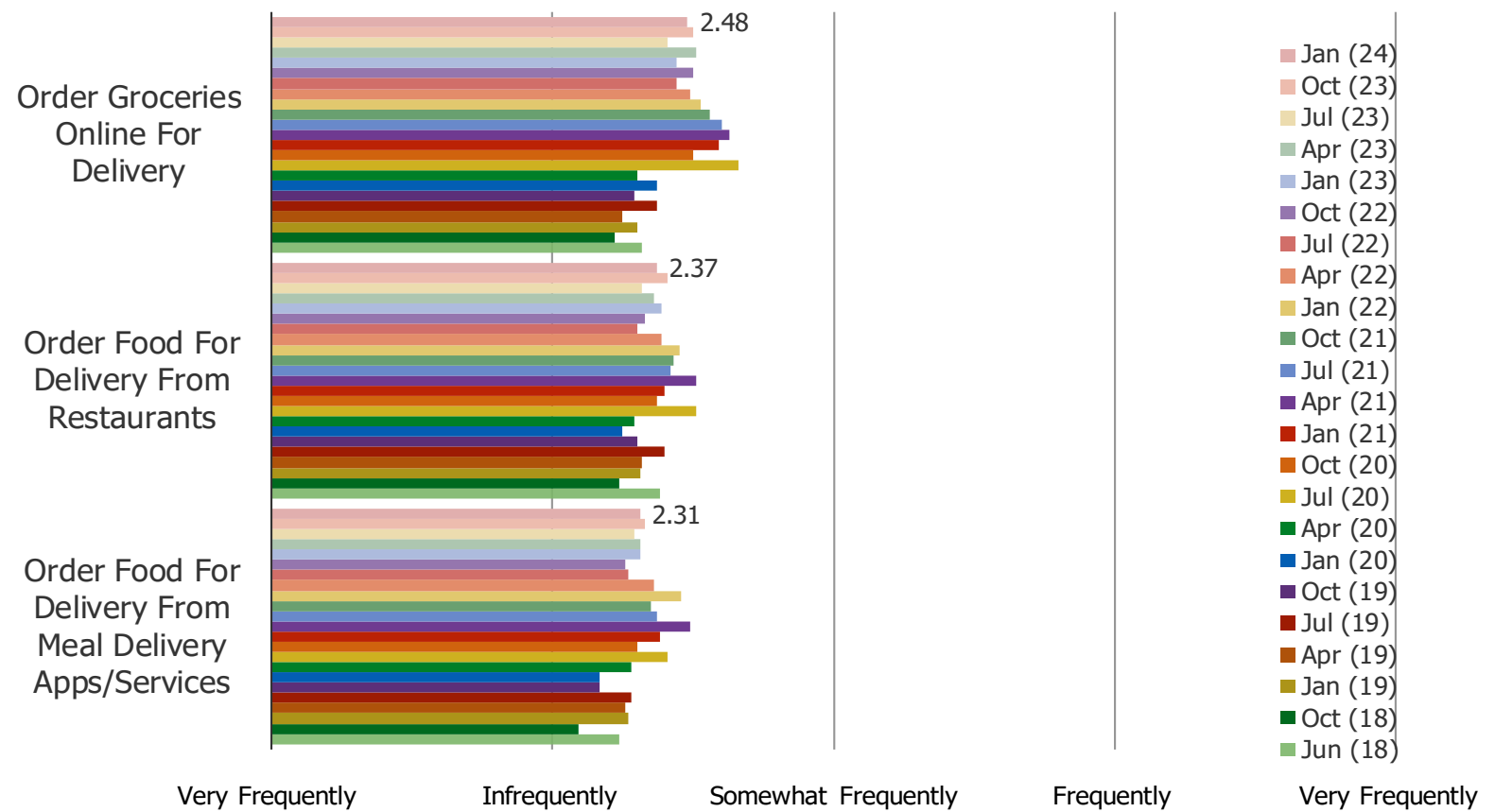
800+ Respondents Per Quarter

January 2024

FOOD DELIVERY USAGE

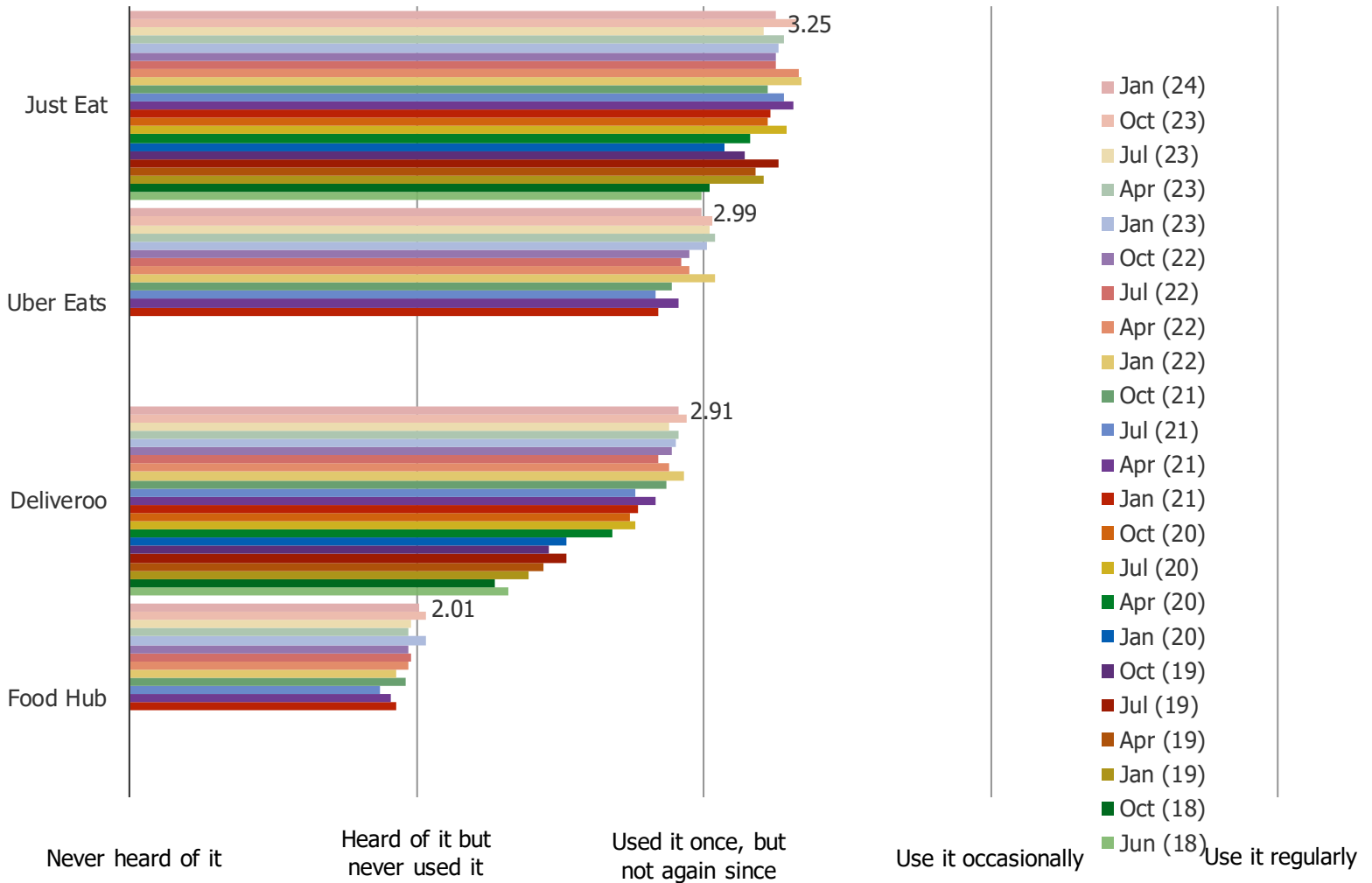
HOW OFTEN DO YOU...

Posed to all respondents.



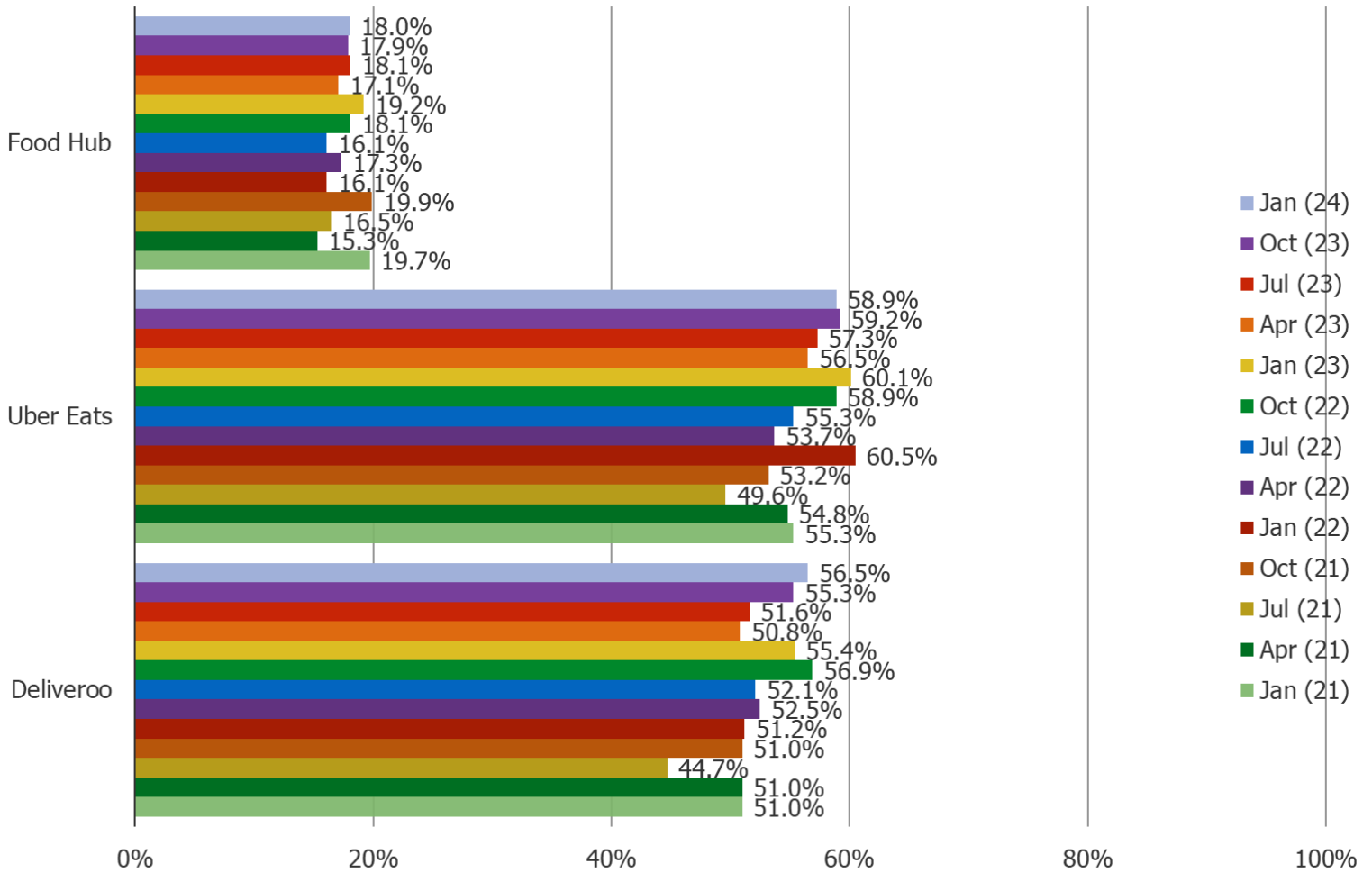
WHAT IS YOUR EXPERIENCE WITH THE FOLLOWING MEAL DELIVERY APPS/SERVICES?

Posed to all respondents.



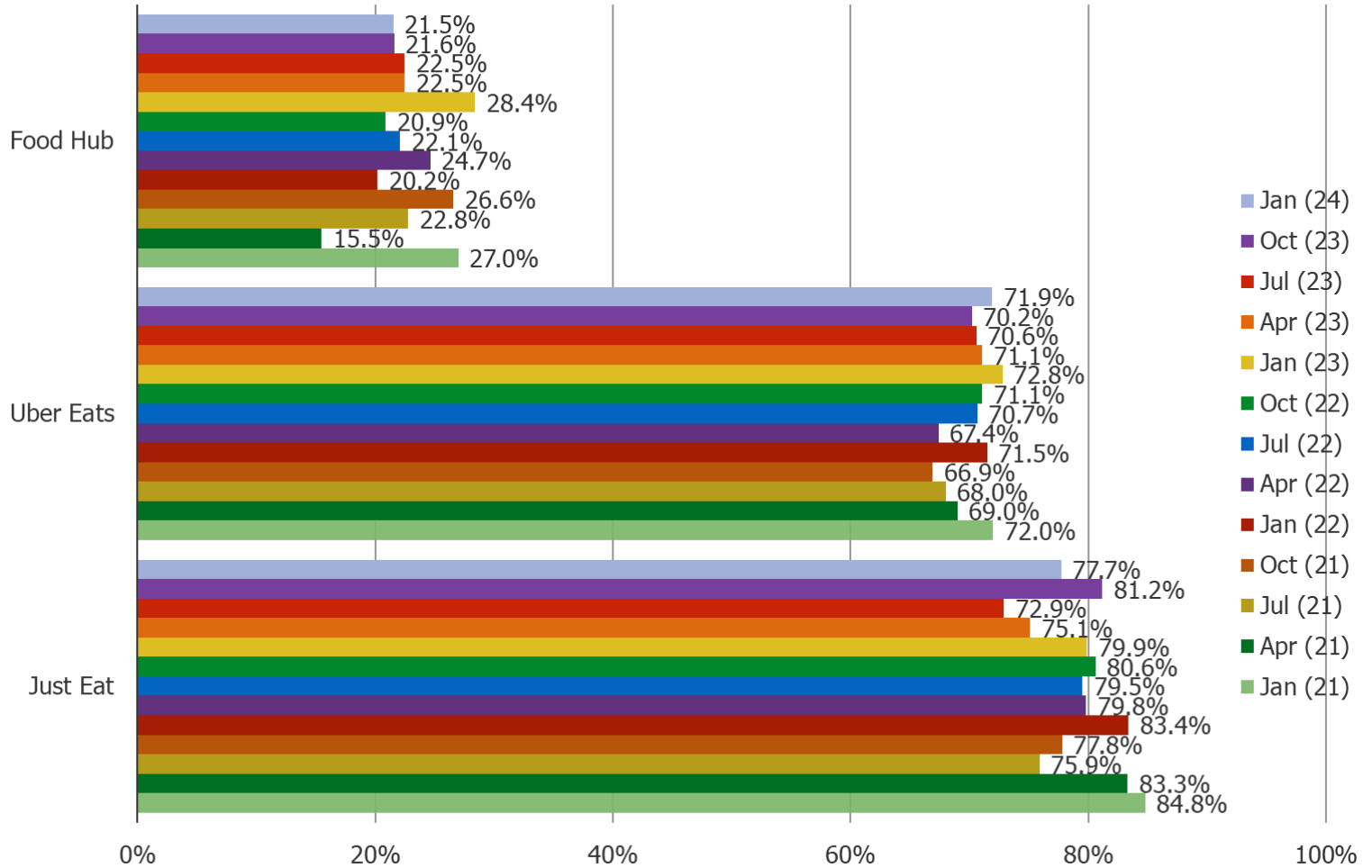
USAGE CROSS-OVER: JUST EAT USERS (REGULARLY OR OCCASIONALLY) ALSO USES (REGULARLY OR OCCASIONALLY)

Posed to Just Eat users.



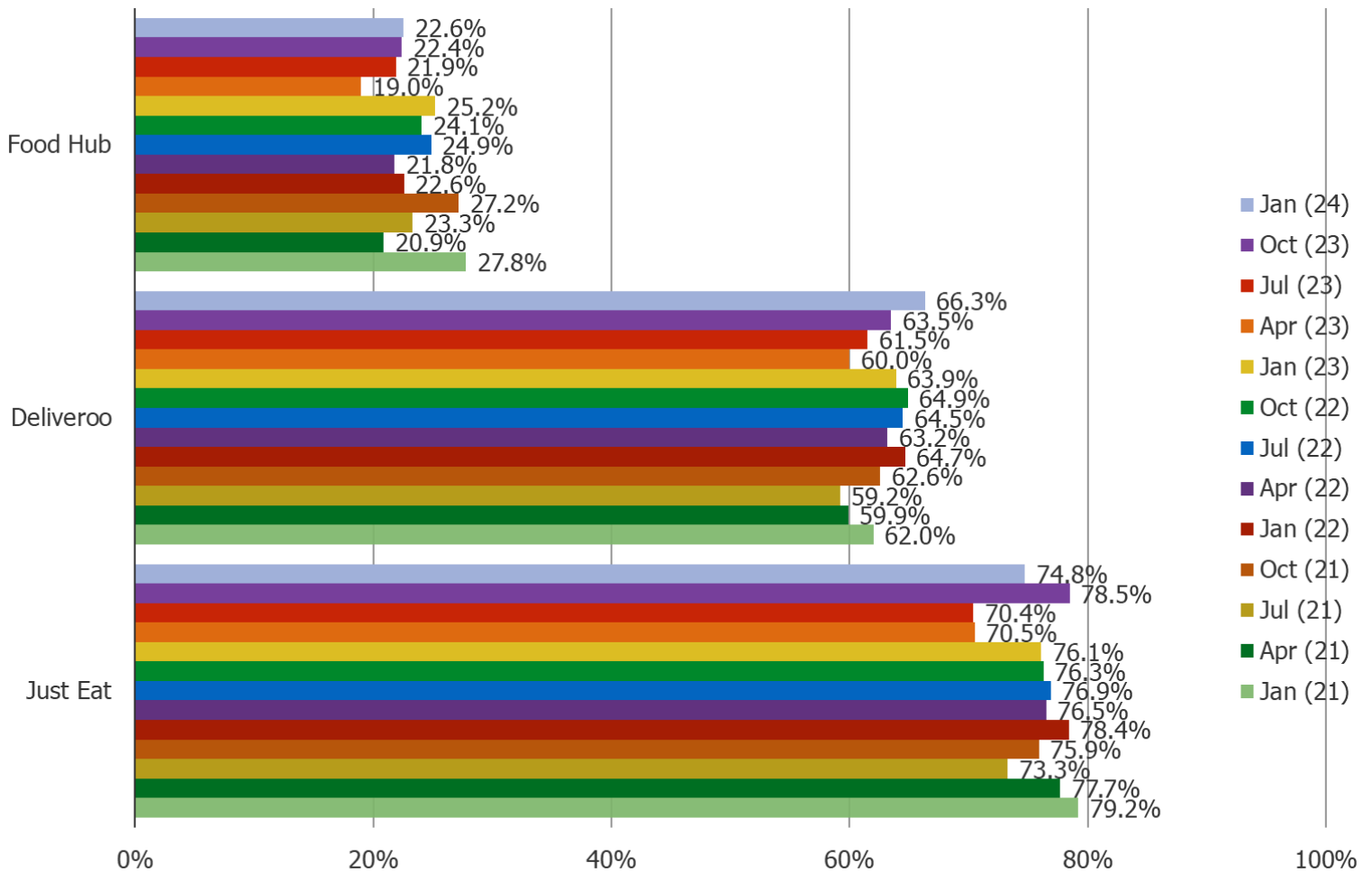
USAGE CROSS-OVER: DELIVEROO USERS (REGULARLY OR OCCASIONALLY) ALSO USES (REGULARLY OR OCCASIONALLY)

Posed to Deliveroo users.



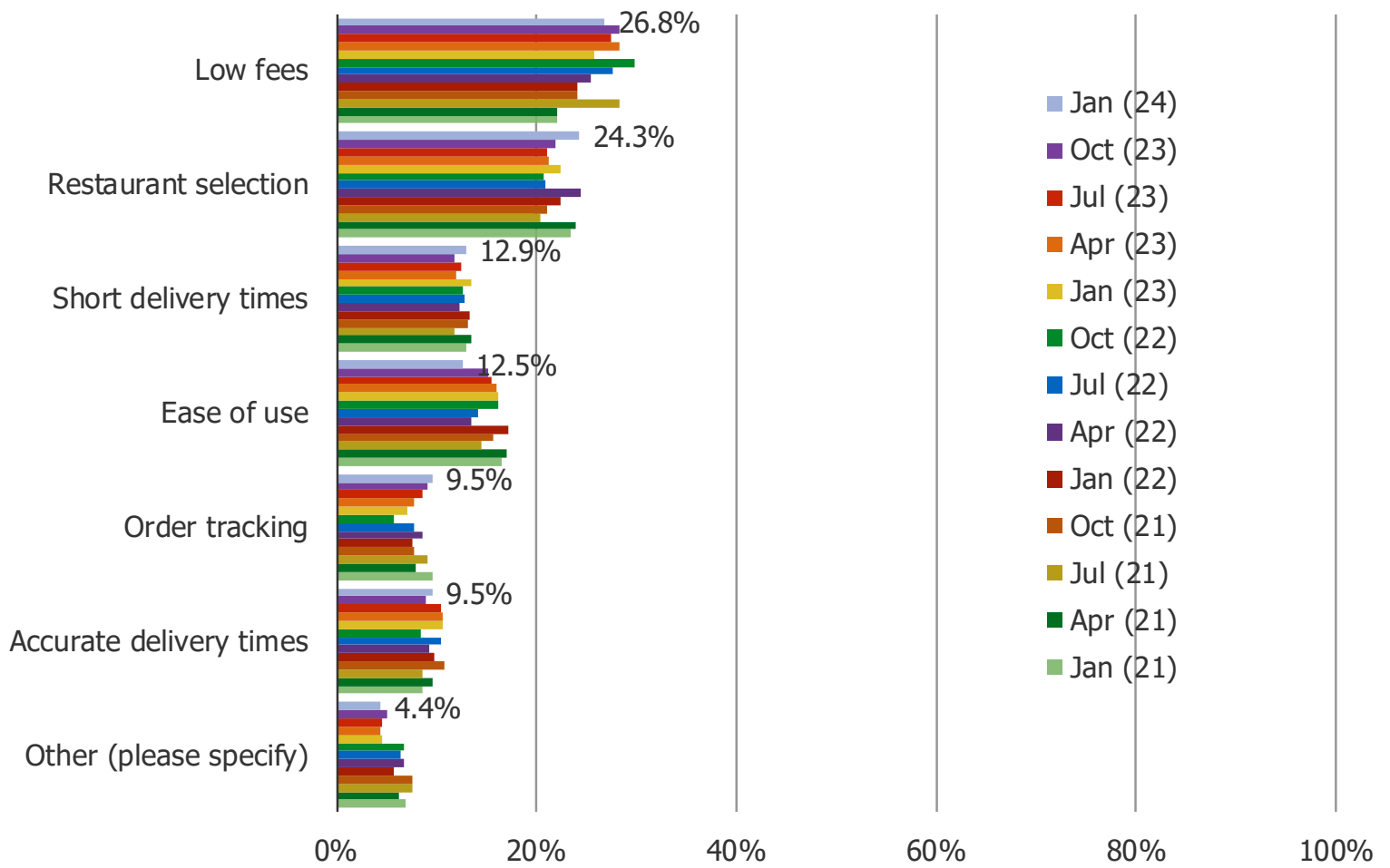
USAGE CROSS-OVER: UBER EATS USERS (REGULARLY OR OCCASIONALLY) ALSO USES (REGULARLY OR OCCASIONALLY)

Posed to Uber Eats users.



WHAT IS THE MOST IMPORTANT FEATURE IN DECIDING WHICH FOOD DELIVERY/TAKEAWAY APP TO USE?

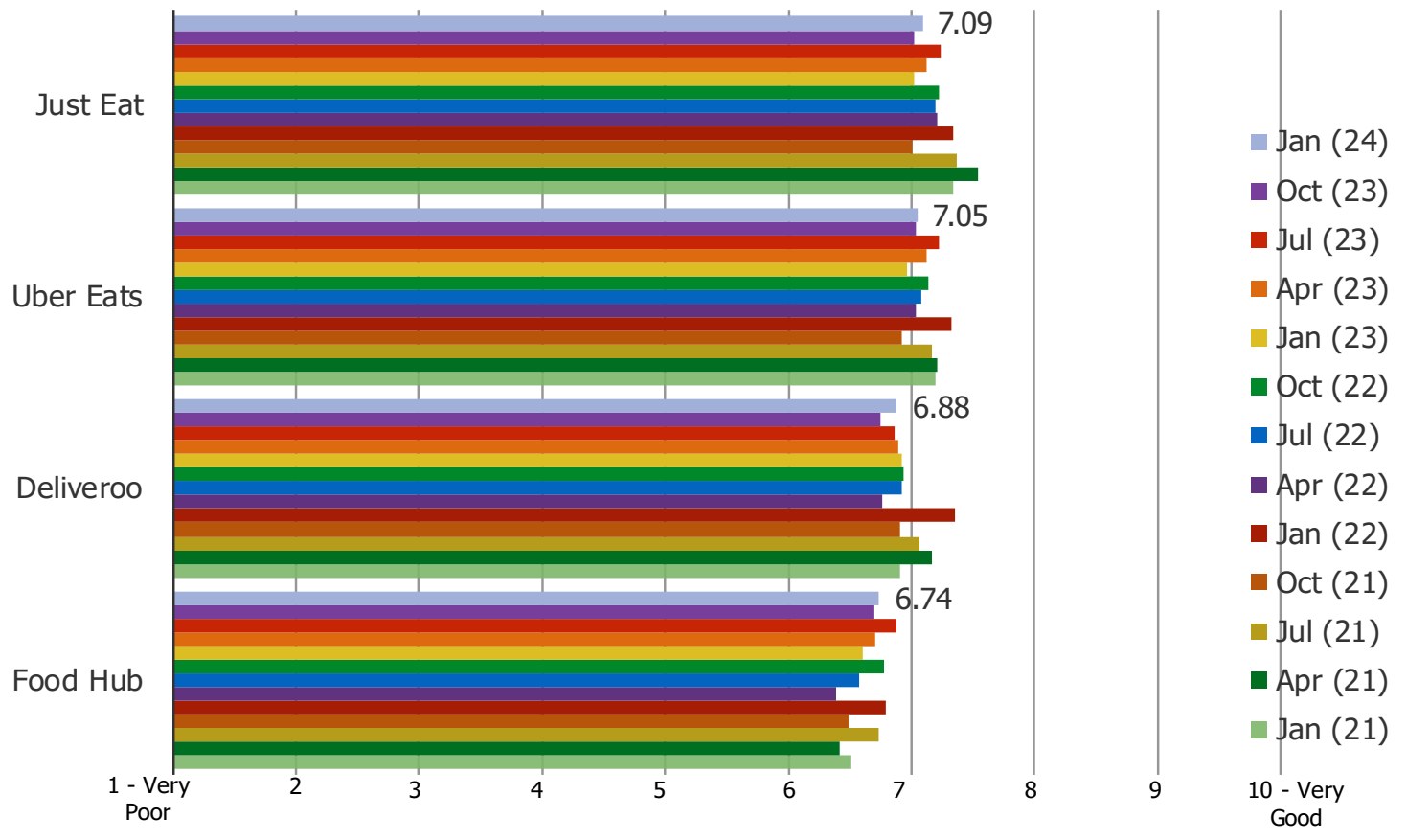
Posed to all respondents.



FOOD DELIVERY APP CUSTOMER SENTIMENT

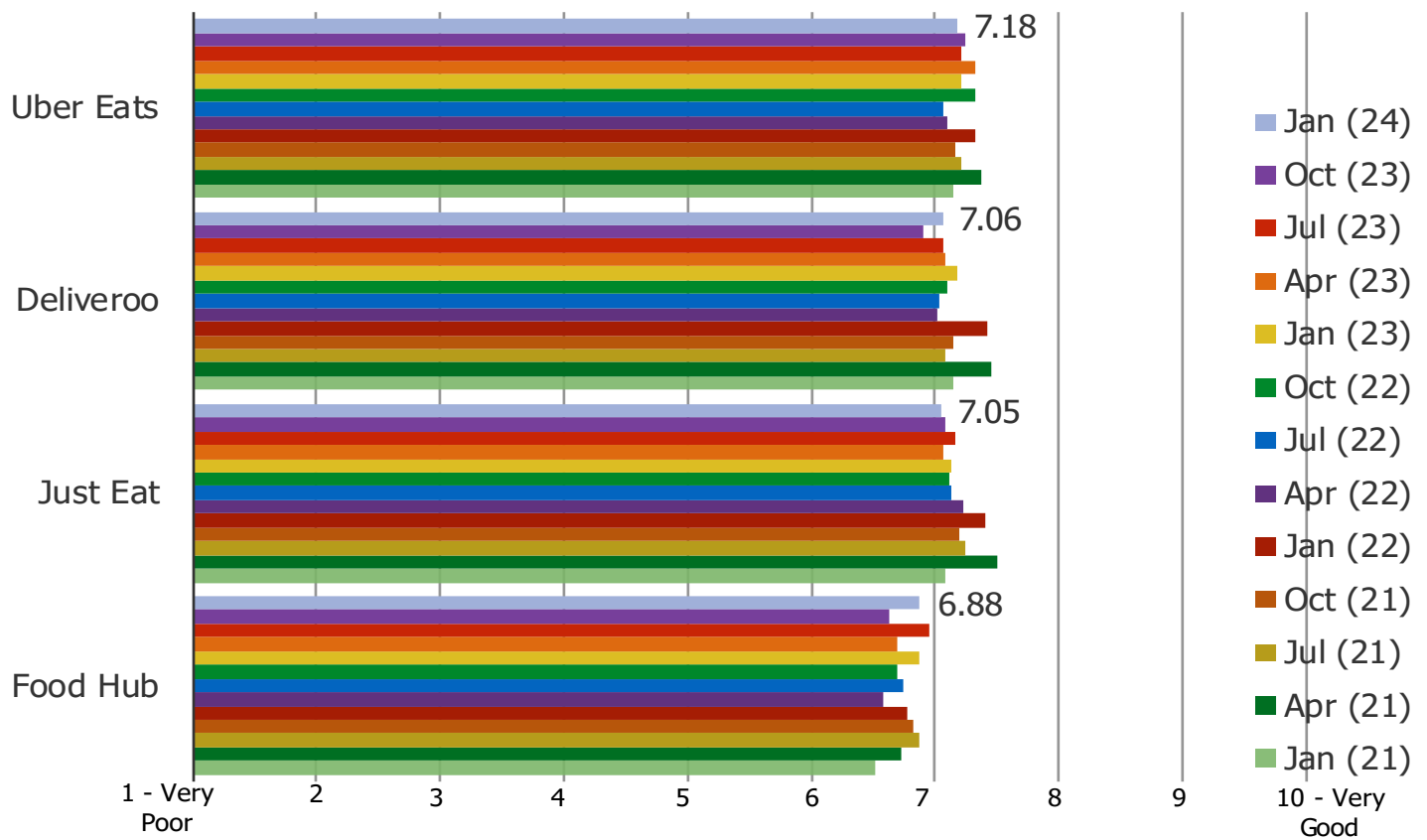
PLEASE RATE HOW GOOD THE FOLLOWING ARE WHEN IT COMES TO USER EXPERIENCE:

Posed to all respondents.



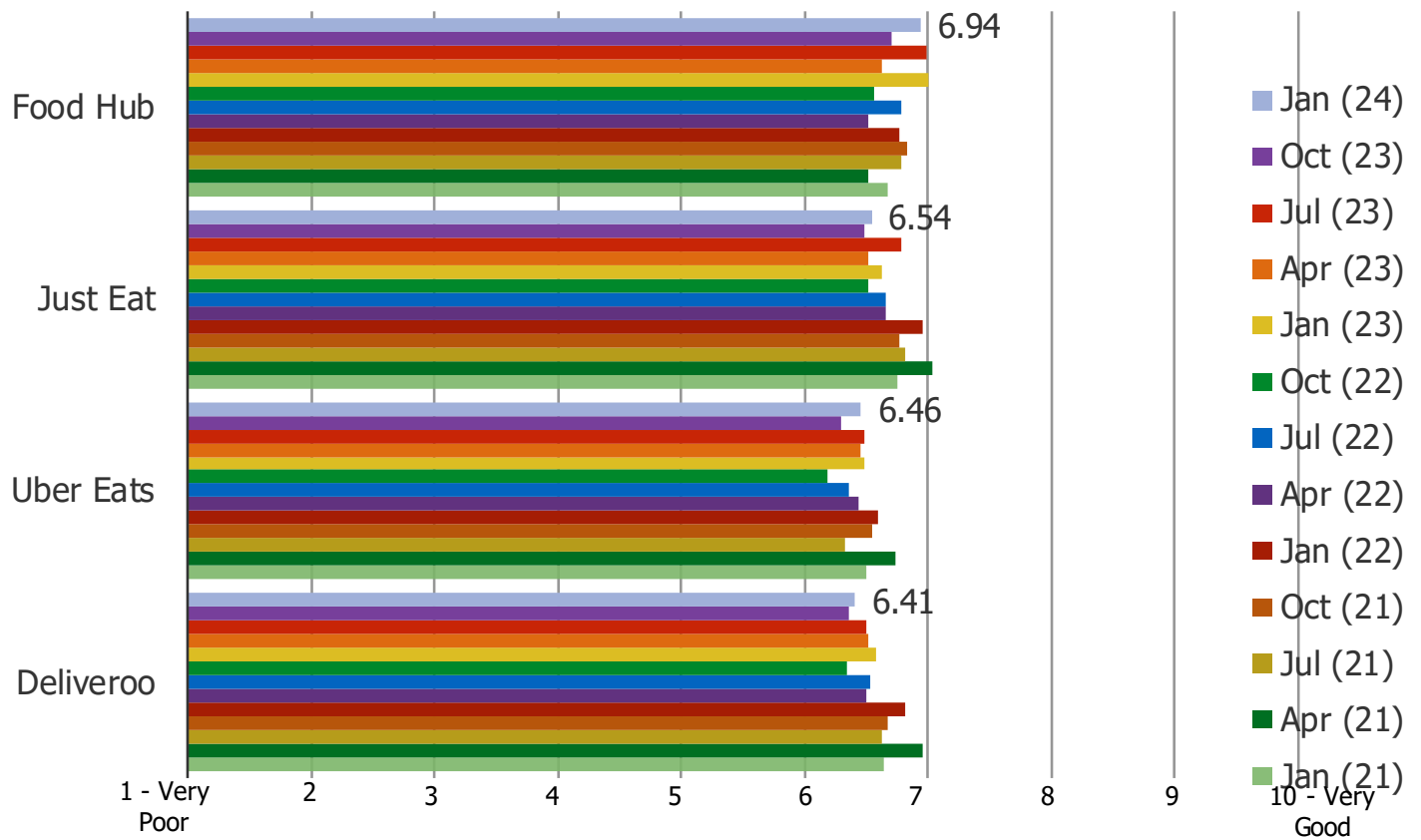
PLEASE RATE THE FOLLOWING WHEN IT COMES TO RESTAURANT SELECTION...

Posed to all respondents.



PLEASE RATE THE FOLLOWING WHEN IT COMES TO FEES...

Posed to all respondents.



WHAT PERCENTAGE OF YOUR FOOD DELIVERY/TAKEAWAY ORDERS DO YOU MAKE THROUGH THE FOLLOWING?

Posed to all respondents.

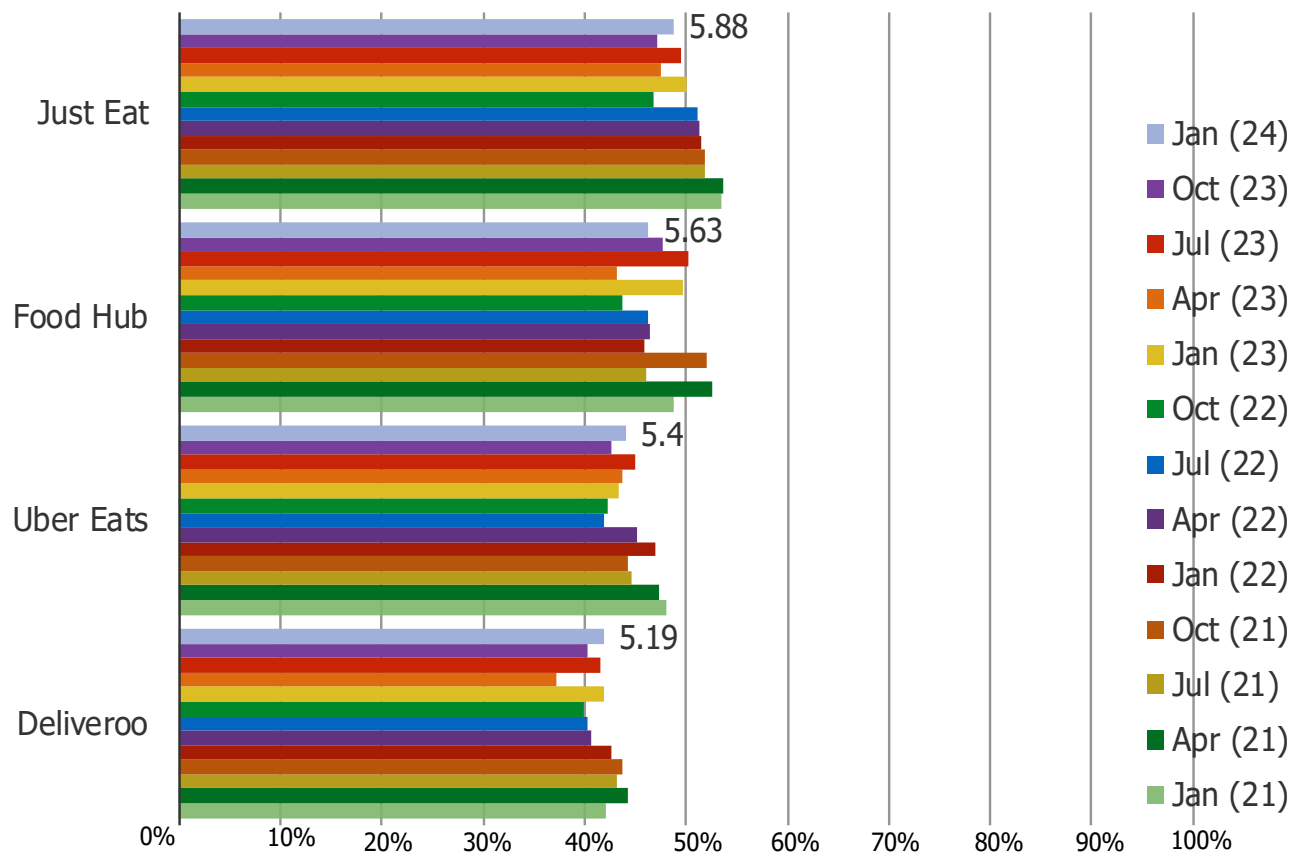


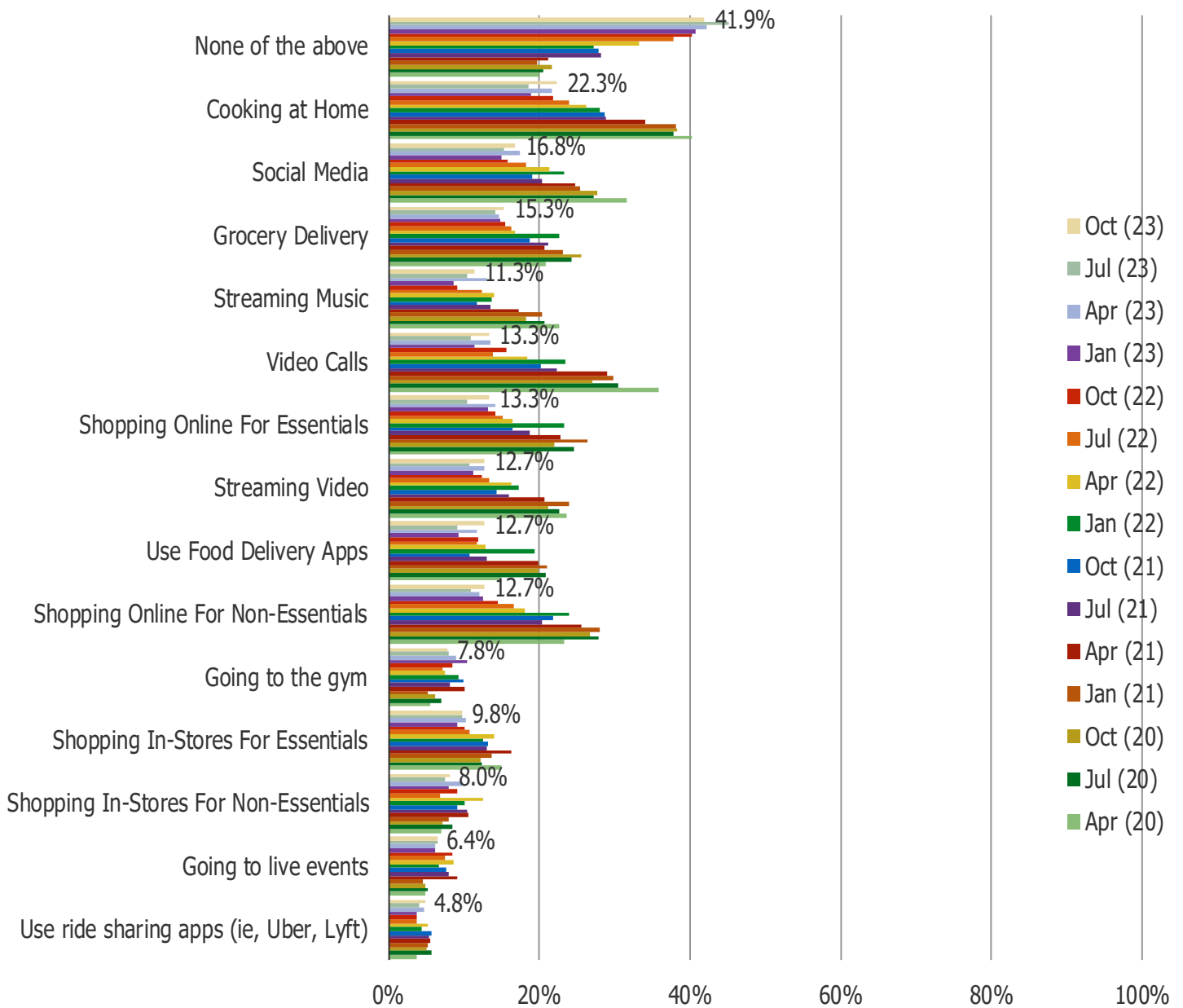
Chart above is a weighted average in which:

- 0% = 1
- 10% = 2
- 20% = 3
- 30% = 4
- 40% = 5
- 50% = 6
- 60% = 7
- 70% = 8
- 80% = 9
- 90% = 10
- 100% = 11

FOOD DELIVERY AND COVID IMPACTS

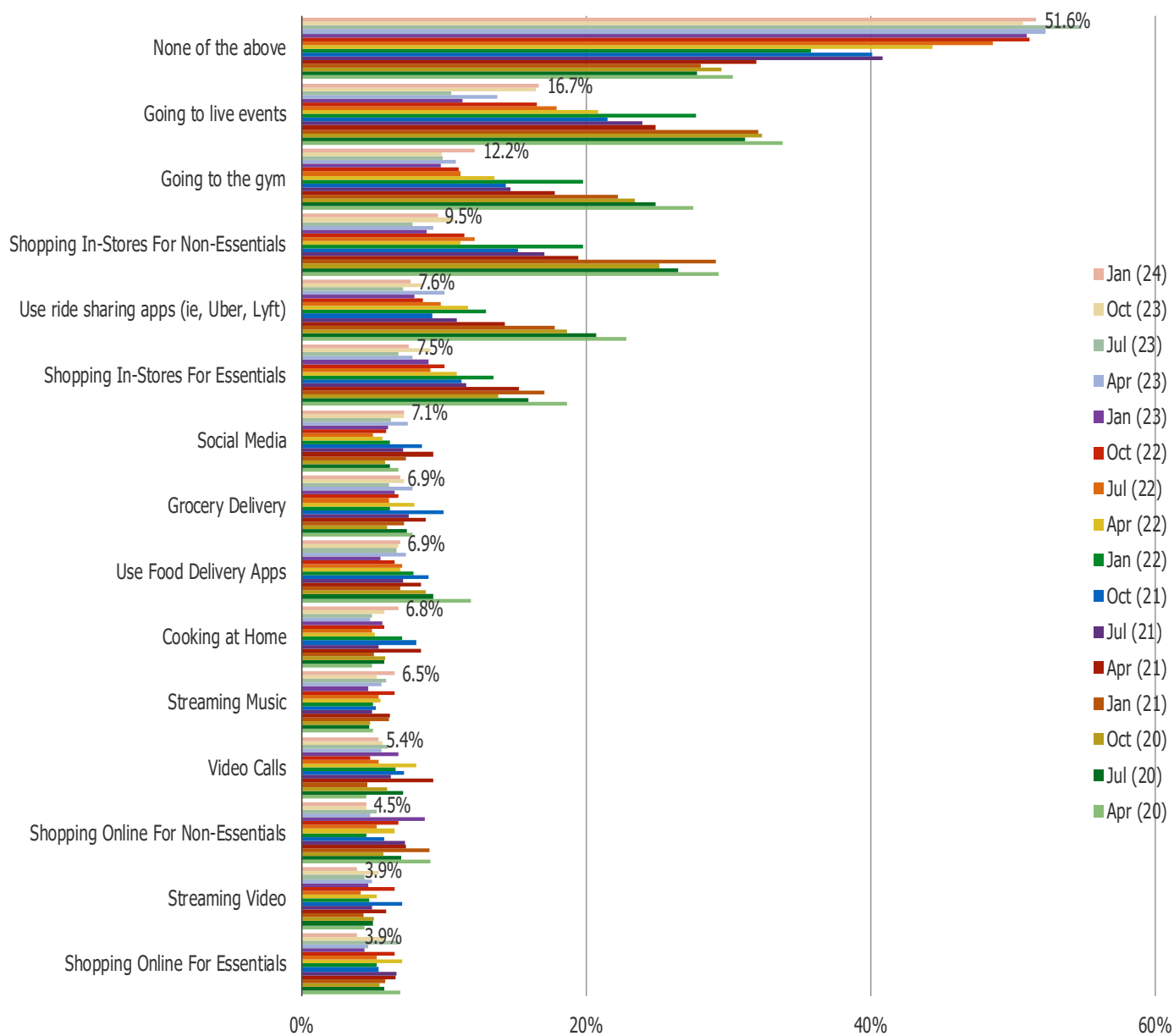
GOING FORWARD, WILL YOU DO ANY OF THE FOLLOWING MORE BECAUSE OF THE CORONAVIRUS AND SOCIAL DISTANCING? SELECT ALL THAT APPLY

Posed to all respondents.



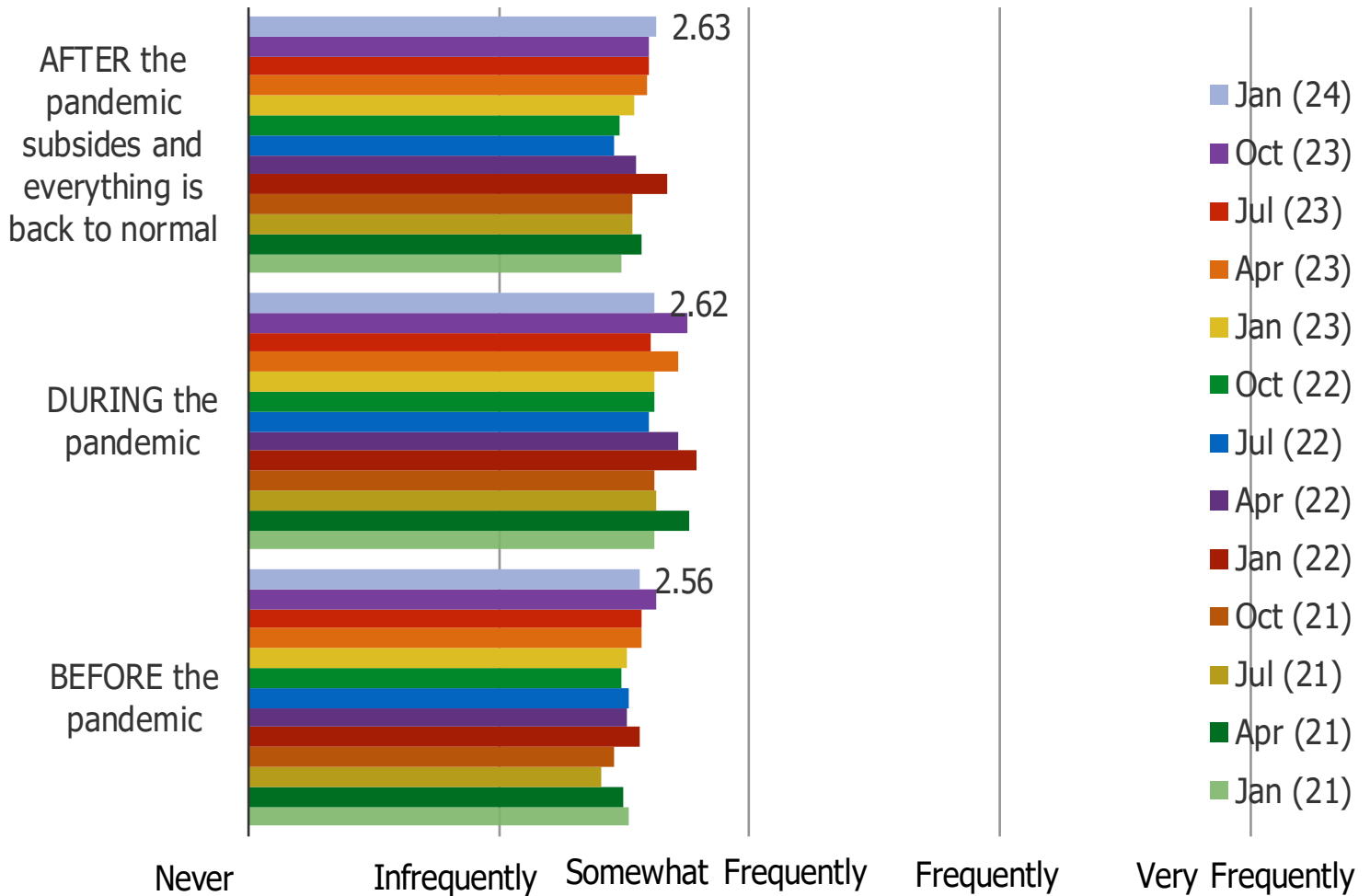
GOING FORWARD, WILL YOU DO ANY OF THE FOLLOWING LESS BECAUSE OF THE CORONAVIRUS AND SOCIAL DISTANCING? SELECT ALL THAT APPLY

Posed to all respondents.



PLEASE ESTIMATE YOUR USAGE OF FOOD DELIVERY/TAKEAWAY APPS DURING THE FOLLOWING PERIODS:

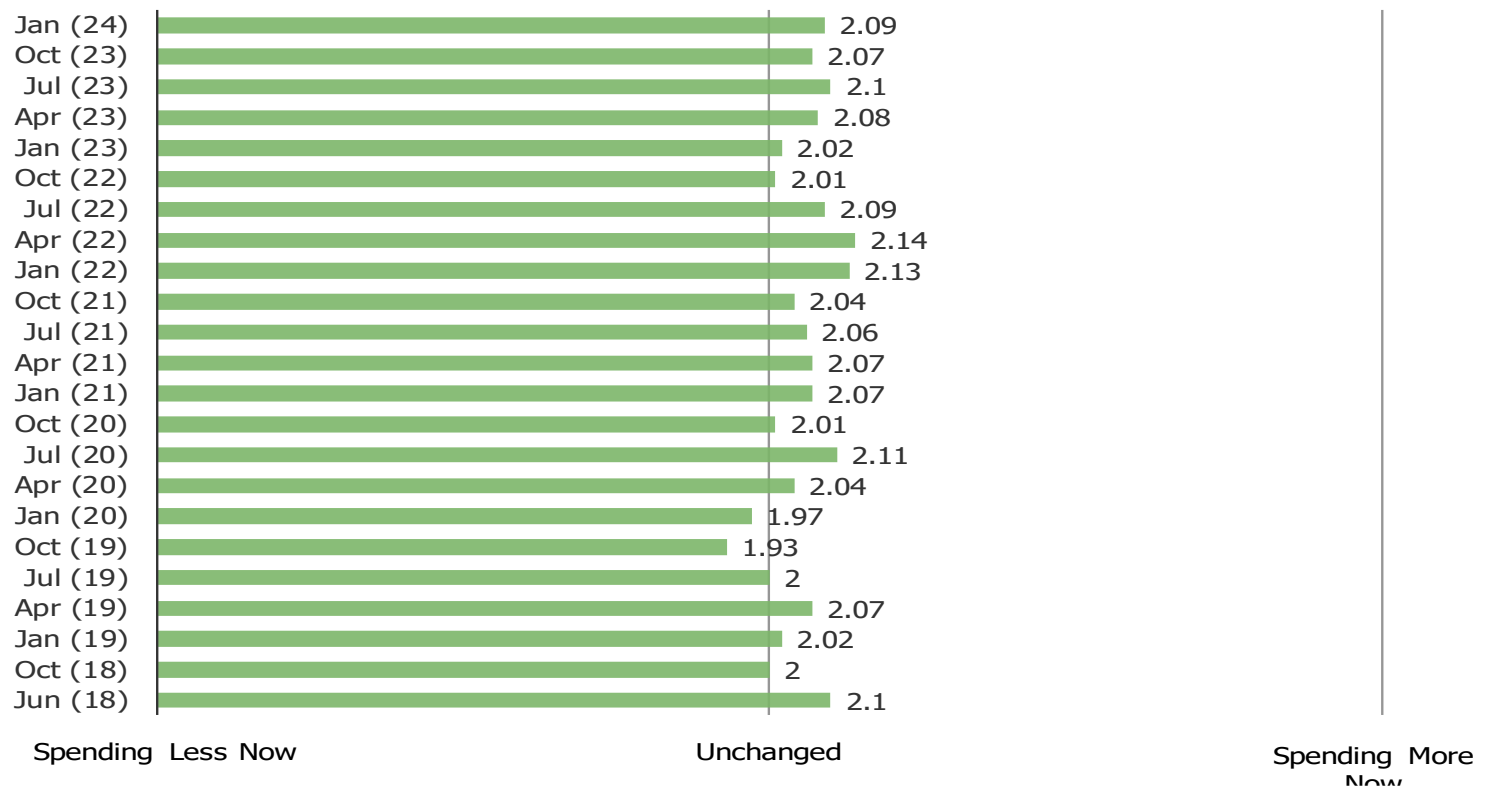
Posed to all respondents.



GROCERY STORES SHOPPING TRENDS

IN GENERAL, WOULD YOU SAY YOUR GROCERY SPENDING HAS CHANGED OVER THE PAST YEAR?

Posed to all respondents.



DO YOU THINK YOU CURRENTLY SPEND THE RIGHT AMOUNT ON GROCERIES?

Posed to all respondents.

