Business and contact details

Concrete Home WiFi + SmartStart Technology Services

Use one form per business/location. Start with your business name so I can match your answers and files. If we already agreed on a project reference, include it.

Fill in the PDF or print it. Use “Not decided yet,” “Not applicable” or “Need help” where appropriate.

1. Business name, type of business and location. Is it open already or being prepared? Add the project reference, if you have one.

2. Who is completing this form? Name, role, email and phone. Who owns the business and who will approve the work?

3. Customer-facing address or service area, directions, opening days and hours. For an opening or change, which dates are confirmed and which are tentative?

4. Customer phone/WhatsApp, email, website, Facebook and Google Maps links. Which already exist? If something is missing, write “Need help.”

5. What do you want help with: business pages, website, menus/ordering/payments, printed materials, organization or something else? What matters most?

Save a copy and email bddmke@gmail.com. Subject: Questionnaire — business name.

Photos of completed pages, typed/dictated answers or attached audio are welcome. Include page/question numbers.

Customers, services and content

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Complete this page for any business. Tell me what is confirmed, what needs work and what you want customers to do next.

Fill in the PDF or print it. Use “Not decided yet,” “Not applicable” or “Need help” where appropriate.

1. What products or services do you offer? What makes your business useful or different? Include confirmed prices or say when you can provide them.

2. Who are your main customers? Include local residents, visitors, languages, busy seasons and any groups you want to reach.

3. What should customers do: visit, call, send a message, request a quote, order, pay or book? Who responds and during what hours?

4. What logo, original photos/video, descriptions, price lists or menus can you provide? Who can confirm permission to use them and any limits on showing people?

5. What needs English, Spanish or another language: website, captions, menus or printed pieces? Describe any launch, offer or event, marking unconfirmed details.

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Food service: menu and operations

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Optional: for restaurants, cafés, food stalls, bakeries, caterers and similar businesses. Other businesses can write “Not applicable” and skip to page 5.

Fill in the PDF or print it. Use “Not decided yet,” “Not applicable” or “Need help” where appropriate.

1. What food and drinks do you offer, and at which times? Dine-in, takeaway, catering or other formats? Any seating or production limits?

2. Send a menu with confirmed prices, descriptions, sizes, options, extras and availability. What is included in each price and what costs extra?

3. Any dietary options, ingredients or allergen information customers should know? Who verifies accuracy and answers food-safety questions?

4. Which coffee, drinks, specials or themed meals should be featured? What is confirmed? Who supplies original food photos and menu updates?

5. Who prepares, checks and confirms orders? How often do prices or availability change? How will you report sold-out items, closures or changes?

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Ordering, delivery, payments and bookings

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Optional for any business offering these services. Mark each feature “Needed now,” “Later” or “Not needed.” A request here is for review and quoting, not a promise that it is included.

Fill in the PDF or print it. Use “Not decided yet,” “Not applicable” or “Need help” where appropriate.

1. How should orders or requests arrive and be confirmed? Pickup, delivery or both? List zones, hours, fees, minimum amounts and who fulfills them.

2. Which payment methods do you accept or want? Is payment due in full, as a deposit or on delivery? Who controls the payment account? Never enter banking credentials here.

3. Do you need reservations, appointments or event bookings? Give dates/hours, capacity, deadlines, confirmation steps, deposits and cancellation/refund/no-show terms.

4. Will you offer grocery or other purchase requests? Describe eligible items/stores, fees, substitutions, estimates, receipt differences and who shops/delivers.

5. Which features must be ready first? Who handles customer questions, changes, missed orders and refunds? List any existing tools and known operating costs.

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Materials, approvals and next steps

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Complete this page for any business. Your accounts stay under your control. I review your answers before confirming scope, price and timing.

Fill in the PDF or print it. Use “Not decided yet,” “Not applicable” or “Need help” where appropriate.

1. Who sends updates and approves content? Main and backup contact, email and usual response hours. Which facts must always be approved by the owner?

2. What publishing or approval approach do you prefer? List any limits on routine content. Prices, offers and business commitments need agreed authority; silence is not approval.

3. Where are your files now? Would a restricted shared Drive folder help? Who controls accounts/recovery and can invite access for agreed tasks? Do not send passwords or verification codes.

4. What are your priorities, target dates and available budget? Which dates are flexible? Do you want one-time work, ongoing support or a quote for both?

5. What is still undecided, what help do you need and what else should I know? If we already agreed a service scope or reference, include it.

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