



(12) **United States Patent**
Todd

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(54) **DYNAMICALLY CONFIGURABLE ELECTRONIC SURVEY RESPONSE ALERT SYSTEM**

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(*) Notice: Subject to any disclaimer, the term of this patent is extended or adjusted under 35 U.S.C. 154(b) by 0 days.

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(22) Filed: **May 23, 2000**

Related U.S. Application Data

(63) Continuation-in-part of application No. 09/001,945, filed on Dec. 31, 1997, now abandoned.

(51) **Int. Cl.⁷** **G09G 5/00**

(52) **U.S. Cl.** **345/169; 345/25; 345/172**

(58) **Field of Search** 345/169, 25, 172; 434/262; 395/609; 705/10, 11, 15; 361/600; 364/710.1; 235/375

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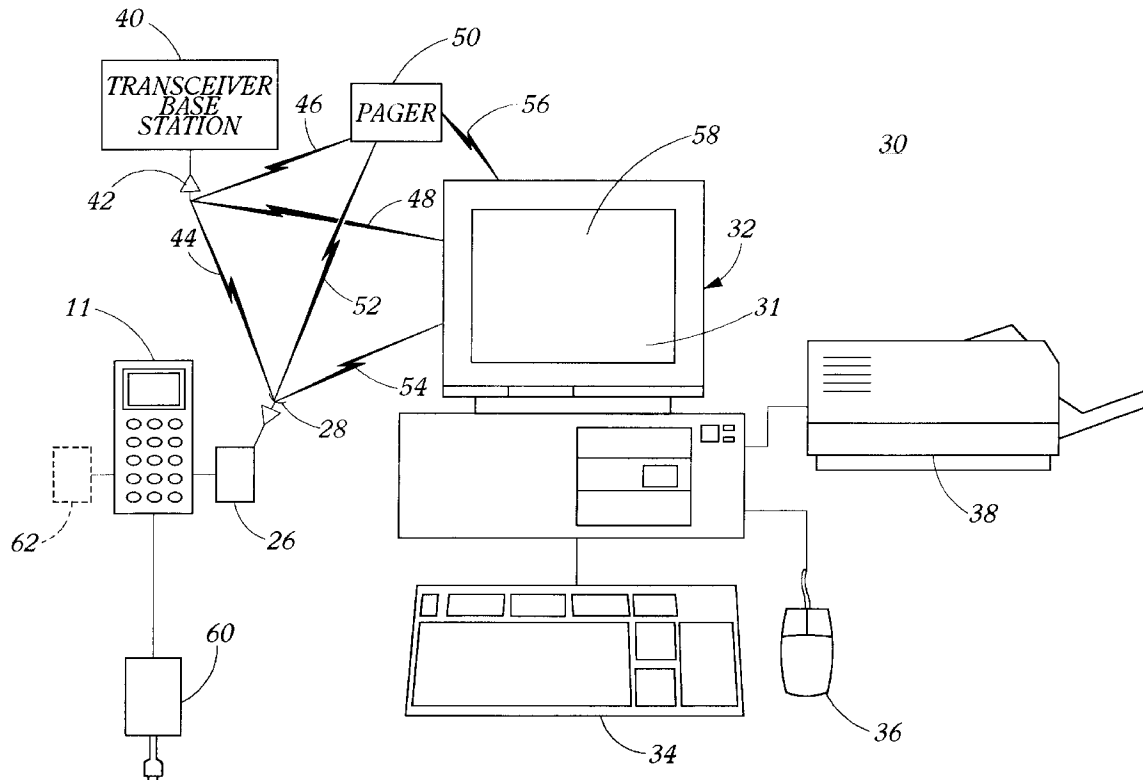
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(57) **ABSTRACT**

An improved portable, electronic survey and satisfaction questionnaire device adapted for use in the hospitality industry, and more particularly restaurants, which incorporates a transceiver to signal restaurant personnel upon the achievement of certain threshold, pre-programed, criteria allowing contact with the customer prior to exiting the hospitality establishment. The device electronically presents a series of questions, records the answers, and stores and/or transmits all or a portion of the survey response. Preferably, the transceiver communicates with a silent pager, worn by a restaurant manager, if certain threshold responses are registered.

11 Claims, 11 Drawing Sheets



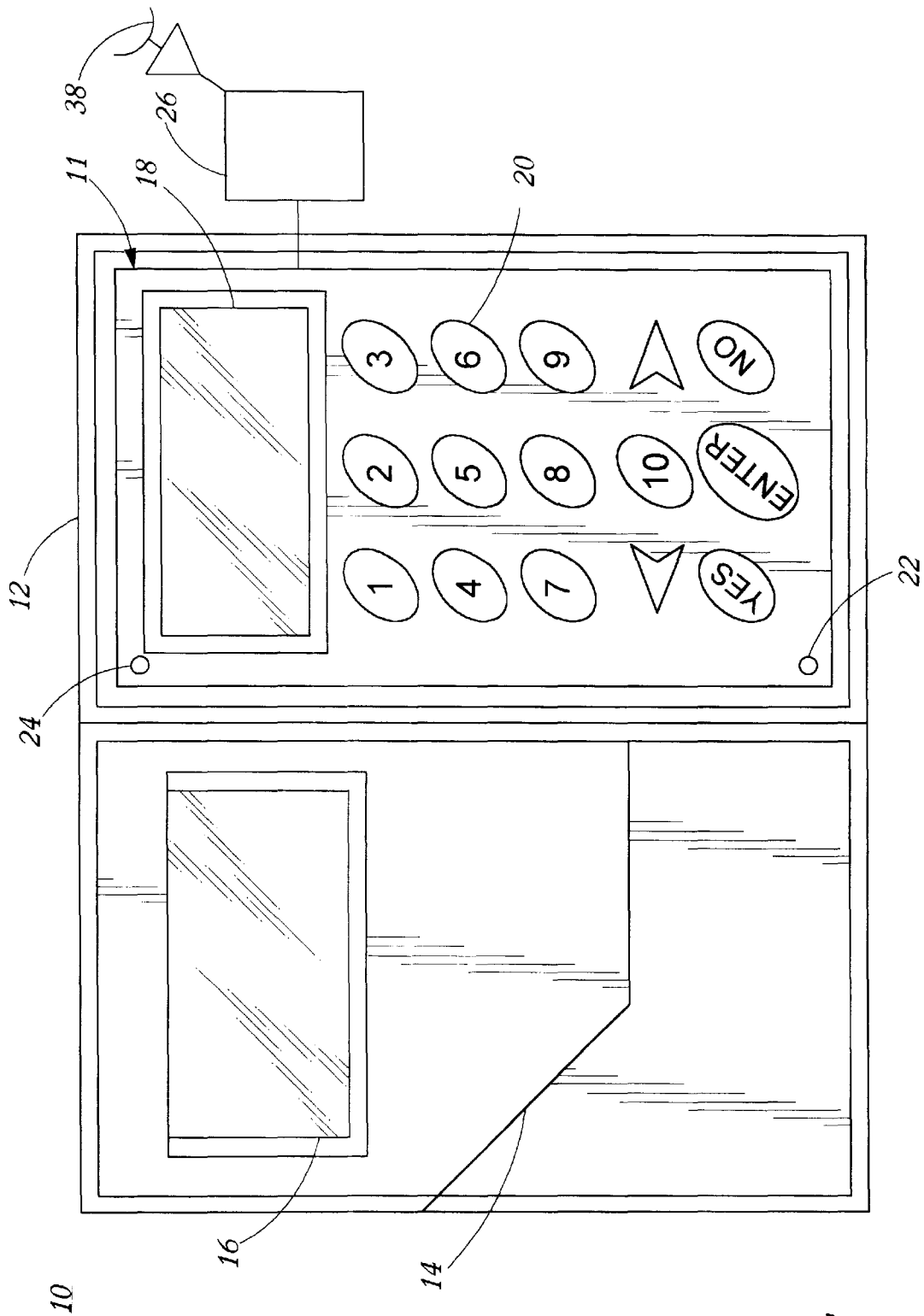


Figure 1

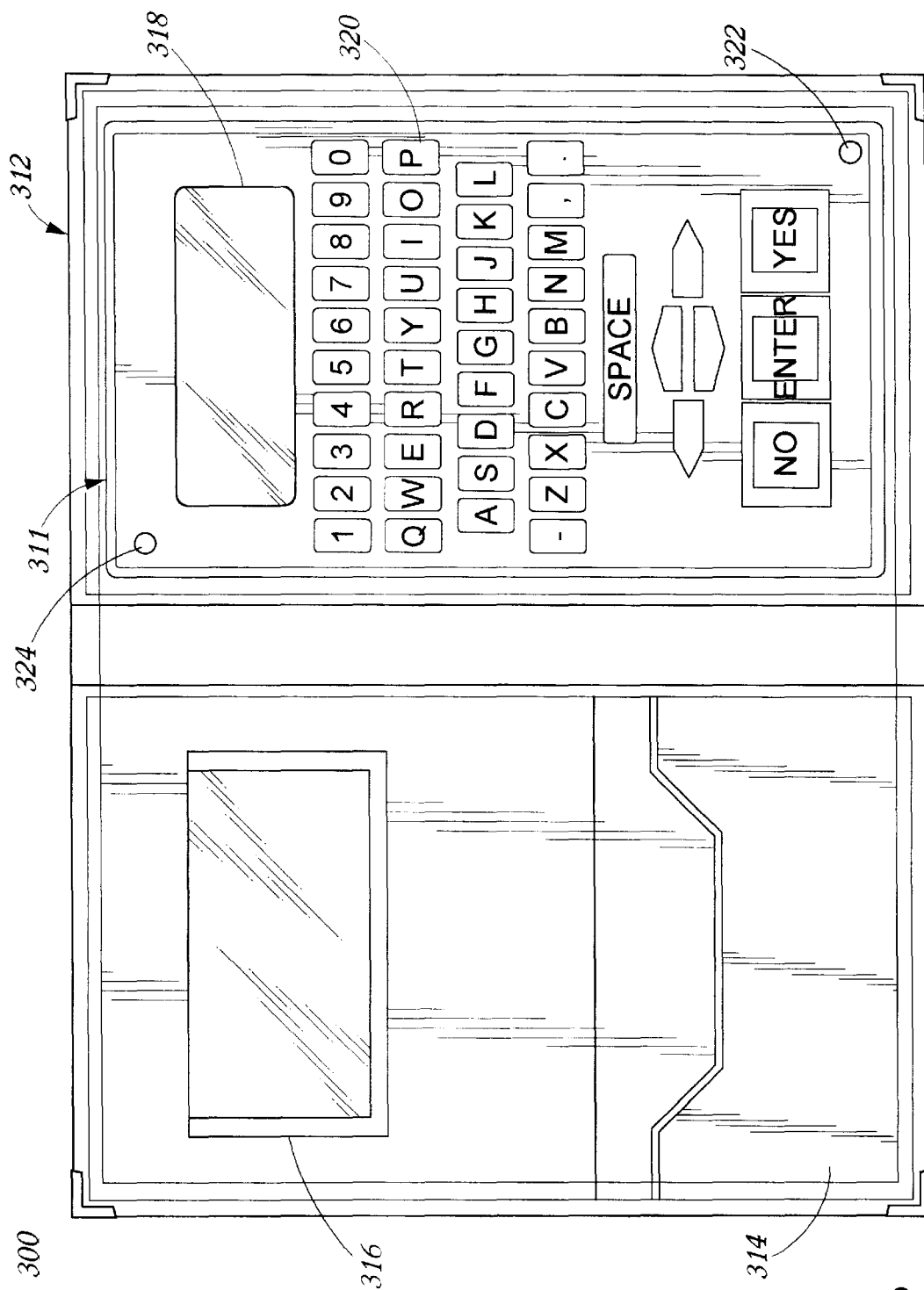


Figure 2

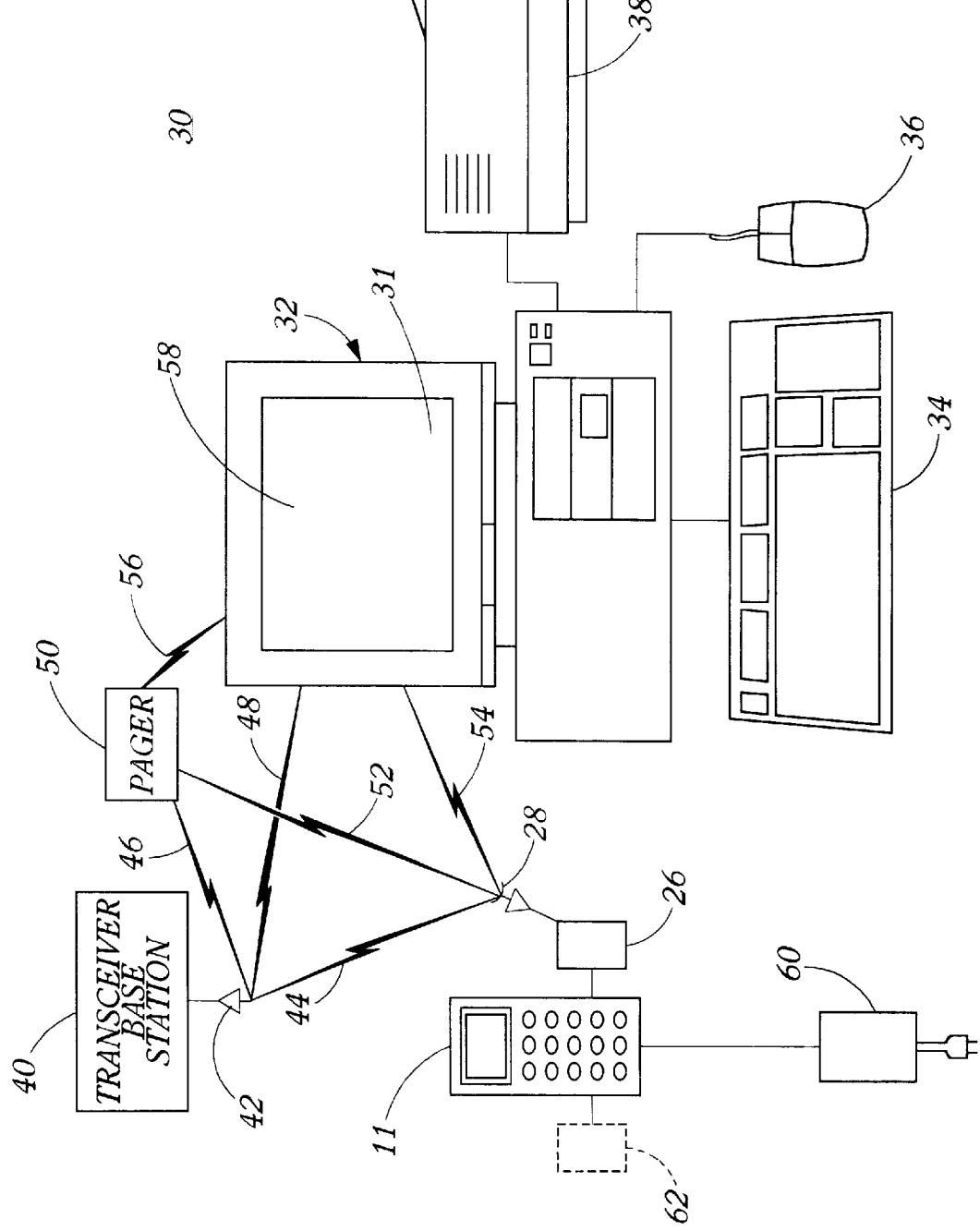


Figure 3

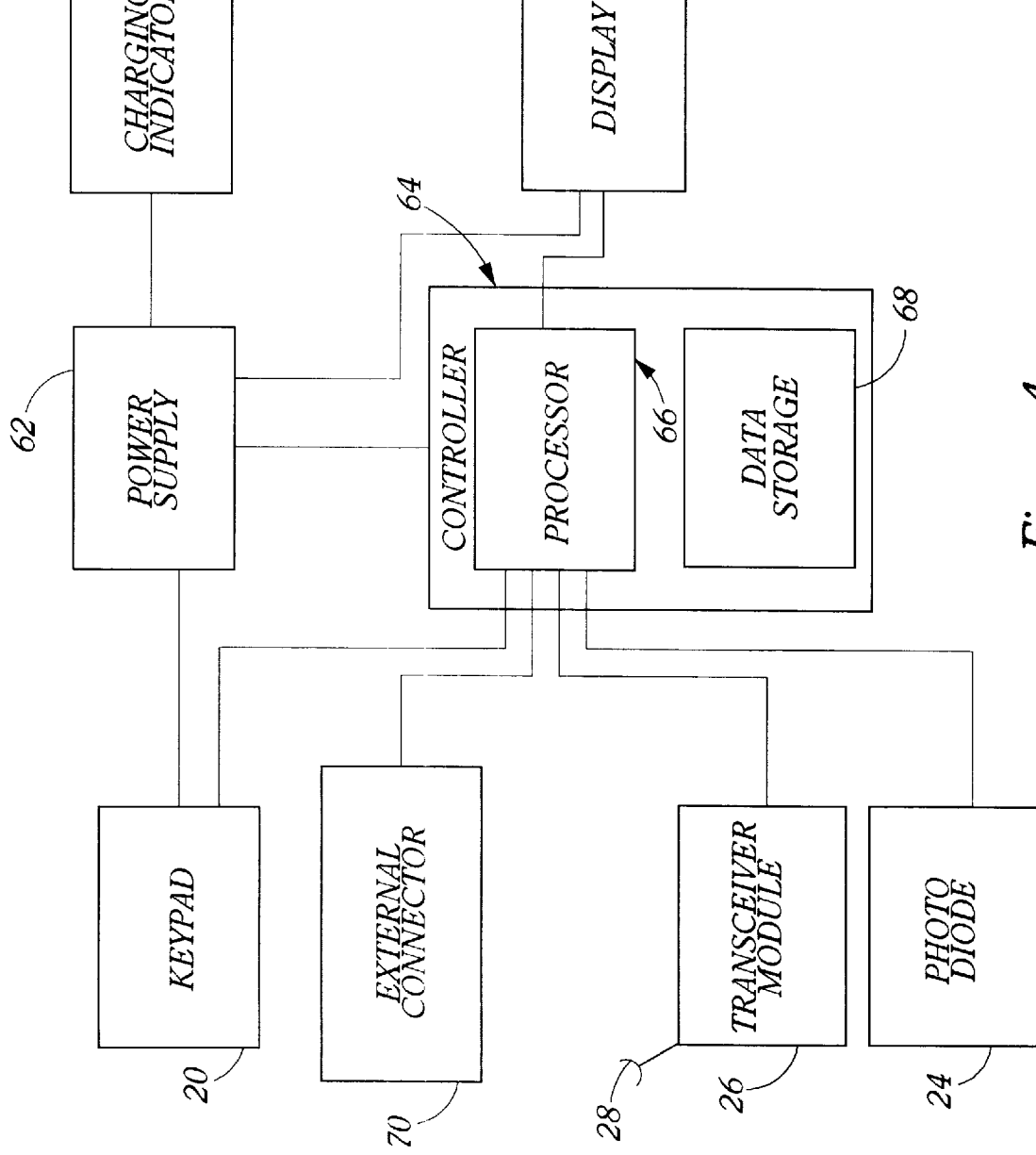


Figure 4

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