

1. Which food venue are you surveying?

	Response Count
	1
answered question	1
skipped question	0

2. Which service area are you examining?

	Response Count
	1
answered question	1
skipped question	0

3. What date did you visit the venue?

	Response Count
	1
answered question	1
skipped question	0

4. What time did you visit the venue?

	Response Count
	1
answered question	1
skipped question	0

5. Which test questions did you ask during your visit?

	Response Percent	Response Count
What time do you start/stop serving?	0.0%	0
How does the menu work?	0.0%	0
How do I place an order?	0.0%	0
Are there any meal deals or food promotions?	0.0%	0
Are there any discount loyalty card?	0.0%	0
Are there any healthy options?	0.0%	0
Is there anything vegetarian on the menu?	0.0%	0
Can you describe the flavour of the dish?	0.0%	0
How is the dish cooked?	0.0%	0
What are the ingredients?	0.0%	0
Which meal deal is the best value for money?	0.0%	0
Is there wheel chair access?	0.0%	0
How often does the menu change?	0.0%	0
Where are the nearest toilets?	0.0%	0

How to get to West Car Park/Sports Training Village/University Hall?	0.0%	0
Other (please specify)		0
answered question		0
skipped question		1

6. Presentation and Ambience

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Res C
Was the outlet clean and tidy?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	
How comfortable was the level of sound inside the venue?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	
How suitable was the decor?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Was the temperature comfortable?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Was the outlet well lit?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How comfortable was your visit?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	

How would you describe the presentation and ambience of the outlet?

answered question
skipped question

7. Facilities

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Re
Could you travel through the outlet with ease?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Is the signage useful?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were the tables clean and tidy?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	
Were the condiments and cutlery available?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were the toilets clean?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How suitable are the facilities you used?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	

What do you think of the facilities?

answered question

skipped question

8. Transaction

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Res C
Are the food service times satisfactory?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	
Were you queuing for a reasonable amount of time?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How easy was it to read the menu?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How easy was it to place an order?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Did you receive what you ordered?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were you given the correct change?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Is the pricing of the menu items student friendly?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How fast was the speed of service?	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.00	

How would you describe your transaction?

answered question

skipped question

9. Food Standards

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Re
How tasty was your food?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Was the food of good quality?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Was there enough variety for you to choose from?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	
Did you think the portion size was adequate?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How appealing is the menu?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Are there enough healthy options?	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	2.00	
Are there enough vegetarian options?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	

What's your overall opinion of food standards?

answered question

skipped question

10. General Standards

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Res C
Were staff friendly and welcoming?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How good was staff product knowledge?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were staff presentable and dressed in uniform?	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.00	
How do you rate the current promotion?	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.00	
Was advertising of the promotion effective?	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	0.0% (0)	1.00	
Do you feel you received value for money?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	

How would you describe the general standards of the outlet?

answered question

skipped question

11. Customer Service

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Res Co
Were you acknowledged in a timely manner?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were staff able to communicate with you?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
How sensitive were staff to your needs?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were staff flexible and adaptable to your needs?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
Were staff able to answer your questions?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	

What was your experience of customer care?

answered question
skipped question

12. Do you have any observations you would like to share?

	Response Count
	1
answered question	1
skipped question	0

13. Is there anything else you would like to see?

**Response
Count**

1

answered question

1

skipped question

0

14. Overall feedback

**Response
Count**

1

answered question

1

skipped question

0

15. Overall Score? (Office use please ignore)

**Response
Count**

1

answered question

1

skipped question

0

Page 1, Q1. Which food venue are you surveying?

1

4 west cafe

Apr 14, 2011 3:54 PM

Page 1, Q2. Which service area are you examining?

1

Hot food menu

Apr 14, 2011 3:54 PM

Page 1, Q3. What date did you visit the venue?

1 13/4/2011 Apr 14, 2011 3:54 PM

Page 1, Q4. What time did you visit the venue?

1 11.30am - 2.00pm Apr 14, 2011 3:54 PM

Page 2, Q6. Presentation and Ambience

1 Noisy uncleared tables. Nowhere to sit - people sitting at tables not eating and drinking. Apr 14, 2011 3:58 PM

Page 2, Q7. Facilities

1 ok Apr 14, 2011 3:58 PM

Page 3, Q8. Transaction

1 Very well - pleasant and friendly Apr 14, 2011 3:58 PM

Page 4, Q9. Food Standards

1 Not a lot of choice if you don't eat cheese Apr 14, 2011 4:01 PM

Page 4, Q10. General Standards

1 Not pleasant to see "builders bum" of members of staff clearing tables. Uniform too small. Apr 14, 2011 4:01 PM

Page 5, Q11. Customer Service

1 OK Apr 14, 2011 4:03 PM

Page 5, Q12. Do you have any observations you would like to share?

1	Would have been good to have been given a napkin on the plate	Apr 14, 2011 4:03 PM
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Page 5, Q13. Is there anything else you would like to see?

1	NA	Apr 14, 2011 4:03 PM
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Page 5, Q14. Overall feedback

1	fair	Apr 14, 2011 4:03 PM
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Page 5, Q15. Overall Score? (Office use please ignore)

1	56%	Apr 14, 2011 4:03 PM
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