

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)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How comfortable was the level of sound inside the venue?	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
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)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)	3.00	
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	Res C
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)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Were the condiments and cutlery available?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
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)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
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)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Were you queuing for a reasonable amount of time?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How easy was it to read the menu?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How easy was it to place an order?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Did you receive what you ordered?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Were you given the correct change?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Is the pricing of the menu items student friendly?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How fast was the speed of service?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How would you describe your transaction?								
answered question								
skipped question								

9. Food Standards

	Unsatisfactory	Poor	Satisfactory	Good	Excellent	N/A	Rating Average	Res C
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)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
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)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Are there enough healthy options?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
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)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How good was staff product knowledge?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Were staff presentable and dressed in uniform?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How do you rate the current promotion?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Was advertising of the promotion effective?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Do you feel you received value for money?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
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 C
Were you acknowledged in a timely manner?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Were staff able to communicate with you?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
How sensitive were staff to your needs?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
Were staff flexible and adaptable to your needs?	0.0% (0)	0.0% (0)	0.0% (0)	100.0% (1)	0.0% (0)	0.0% (0)	4.00	
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

1. Which food venue are you surveying?		
	Response Text	
1	level one	Jan 21, 2011 4:32 PM

2. Which service area are you examining?		
	Response Text	
1	Hotpots	Jan 21, 2011 4:32 PM

3. What date did you visit the venue?

Response Text

1	NA	Jan 21, 2011 4:32 PM
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4. What time did you visit the venue?

Response Text

1	11.30-2.00	Jan 21, 2011 4:32 PM
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1. Presentation and Ambience

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

1	NA	Jan 21, 2011 4:33 PM
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2. Facilities

What do you think of the facilities?

1	Bit noisy but friendly	Jan 21, 2011 4:33 PM
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1. Transaction

How would you describe your transaction?

1	Staff very helpful and friendly, suggested meal deal and mentioned breakfast.	Jan 21, 2011 4:33 PM
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1. Food Standards

What's your overall opinion of food standards?

1	Tasty and looked good	Jan 21, 2011 4:34 PM
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2. General Standards

How would you describe the general standards of the outlet?

1	Very good for students - chairs noisy though	Jan 21, 2011 4:34 PM
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1. Customer Service

What was your experience of customer care?

1 Good overall Jan 21, 2011 4:40 PM

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

Response Text

1 Chairs too heavy to lift easily so they are draggd and then make a lot of noise Jan 21, 2011 4:40 PM

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

Response Text

1 An ice cream factory like at McDonalds/hot drinks in the meal deal. Jan 21, 2011 4:40 PM

4. Overall feedback

Response Text

1 NA Jan 21, 2011 4:40 PM

5. Overall Score? (Office use please ignore)

Response Text

1 76% Jan 21, 2011 4:40 PM