

| 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 | Resp Co |
| Was the outlet clean and tidy? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Was the temperature comfortable? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Was the outlet well lit? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were the condiments and cutlery available? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were the toilets clean? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 0.0% (0) | 4.00 | |
| 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) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were you queuing for a reasonable amount of time? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| How easy was it to read the menu? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| How easy was it to place an order? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Did you receive what you ordered? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were you given the correct change? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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? | 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) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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 | R |
|---|----------------|----------|--------------|-------------------|-------------------|-------------------|----------------|--------------------------|
| Were staff friendly and welcoming? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| How good was staff product knowledge? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were staff presentable and dressed in uniform? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.00 | |
| 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 | Response Count |
| Were you acknowledged in a timely manner? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were staff able to communicate with you? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| How sensitive were staff to your needs? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were staff flexible and adaptable to your needs? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| Were staff able to answer your questions? | 0.0% (0) | 0.0% (0) | 0.0% (0) | 0.0% (0) | 100.0% (1) | 0.0% (0) | 5.00 | |
| 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 | Wessex Restaurant | Feb 10, 2011 12:21 PM |

| 2. Which service area are you examining? | | |
|--|-----------------|-----------------------|
| | Response Text | |
| 1 | A la carte menu | Feb 10, 2011 12:21 PM |

3. What date did you visit the venue?

Response Text

1 08/2/2011 Feb 10, 2011 12:21 PM

4. What time did you visit the venue?

Response Text

1 12-2pm Feb 10, 2011 12:21 PM

1. Presentation and Ambience

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

1 It was very comfortable from a student perspective it was too quite, and made me feel very out of place which in turn made me score lower for how comfortable the visit was. Feb 10, 2011 12:27 PM

2. Facilities

What do you think of the facilities?

1 Shame the toilets were seperate, weren't up to the standard of the restaurant. Feb 10, 2011 12:27 PM

1. Transaction

How would you describe your transaction?

1 Very smooth, time was given to hoose and order, food came out at a reasonable time. I don't think students could afford to eat there all the time but it wasn't as expensive as I thought it would be. In comparison to claverton room prices for example, it was much better. Feb 10, 2011 12:30 PM

1. Food Standards

What's your overall opinion of food standards?

1 Was very good quality for university establishment. Feb 10, 2011 12:32 PM

2. General Standards

How would you describe the general standards of the outlet?

1 Very good. Feb 10, 2011 12:32 PM

1. Customer Service

What was your experience of customer care?

1 Excellent Feb 10, 2011 12:45 PM

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

Response Text

1 The restaurant doesn't seem to advertise itself to students, which makes me feel like it is not a student-type place to go. I thought it wouldn't be busy but it was. I think wessex restaurant should remain somewhere for staff, business meetings to take place. Feb 10, 2011 12:45 PM

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

Response Text

1 There were no deals etc but personally I do not think this is the type of place which should do them Feb 10, 2011 12:45 PM

4. Overall feedback

Response Text

1 4.5/5 Feb 10, 2011 12:45 PM

5. Overall Score? (Office use please ignore)

Response Text

1 90% Feb 10, 2011 12:45 PM