



Customer Satisfaction Survey

E.P. City-County Nutrition Program Agency - Homebound
2008

Prepared for Compass Group
North American Division by:
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Questionnaire



SeniorMeal

Customer Survey

Marking Instructions:

Use No. 2 pencil or blue or black ink pen only.

Correct Mark: ● Incorrect Marks: ☒ ☓

Your satisfaction with your meals is essential to our business. To help us serve you better, please indicate our performance in the following areas.

Instructions: Fill in one oval to the right of the statement that best describes your satisfaction with the item.

Thank you for your participation!

Meal Site: _____

Main Dish

	Excellent	Very Good	Good	Fair	Poor
Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tastiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Salad

	Excellent	Very Good	Good	Fair	Poor
Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tastiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Vegetable

	Excellent	Very Good	Good	Fair	Poor
Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tastiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Dessert

	Excellent	Very Good	Good	Fair	Poor
Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tastiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Breads & Rolls

	Excellent	Very Good	Good	Fair	Poor
Variety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tastiness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Overall quality of food

Excellent	Very Good	Good	Fair	Poor
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Main dish names are easy to understand

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Readability (print size) of menu

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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Would you recommend our food to your friends?

Yes No

On a weekly basis, how often do you eat our foods?

<input type="radio"/> Less than once a week	<input type="radio"/> Once a week
<input type="radio"/> Twice a week	<input type="radio"/> 3 times a week
<input type="radio"/> 4 times a week	<input type="radio"/> 5 times a week

How long have you received meals in our program?

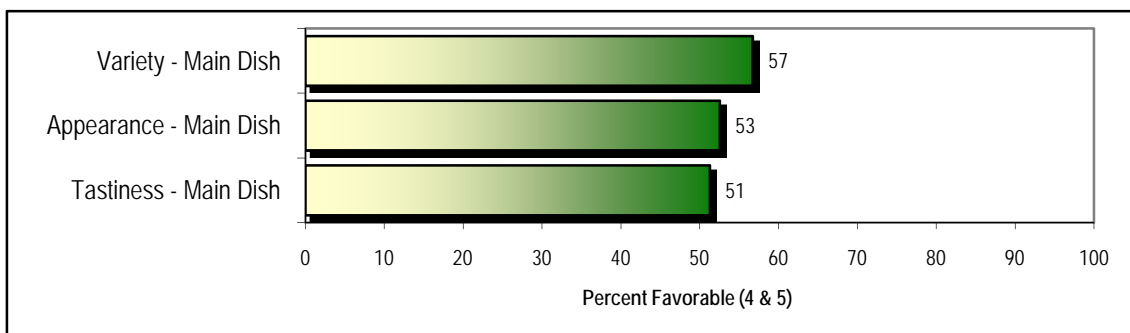
<input type="radio"/> Less than 1 year	<input type="radio"/> 1-2 years
<input type="radio"/> 3-4 years	<input type="radio"/> 5+ years

Customer Satisfaction Survey

Detailed Data - By Category

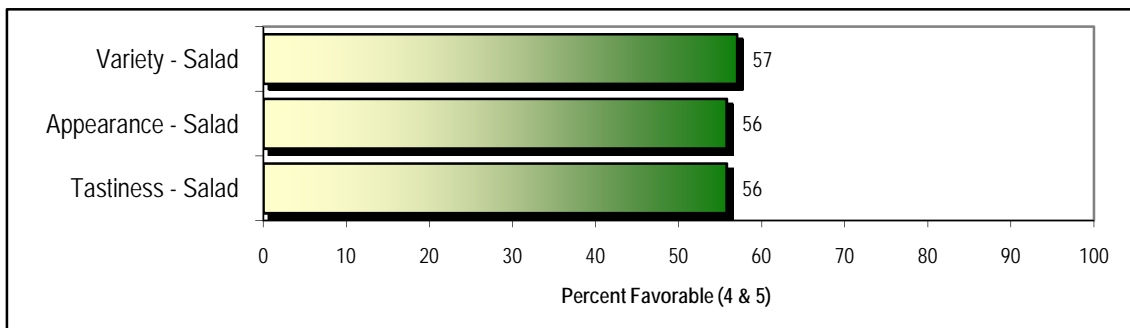
Main Dish

	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety	57	66	69	35	21	27	15	1
Appearance	53	65	71	35	18	34	12	1
Tastiness	51	62	67	33	18	31	15	3
Main Dish Average	54	64	69	34	19	31	14	1



Salad

	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety	57	65	70	32	25	32	11	0
Appearance	56	64	69	32	24	35	9	0
Tastiness	56	65	68	32	23	34	10	0
Salad Average	56	64	69	32	24	34	10	0

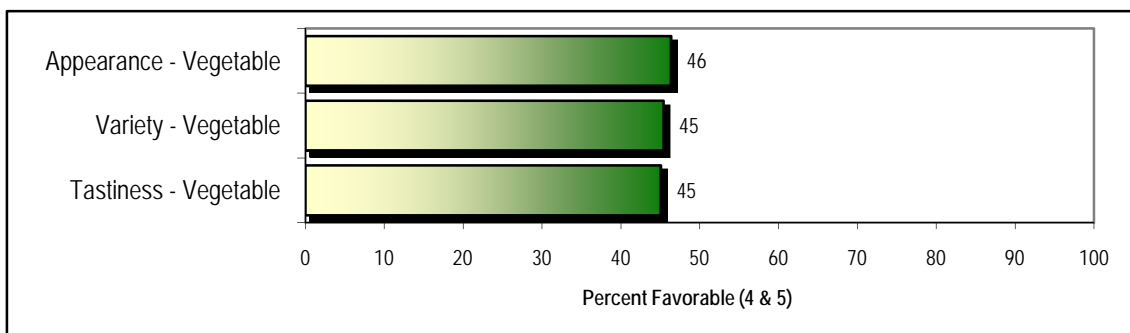


Customer Satisfaction Survey

Detailed Data - By Category

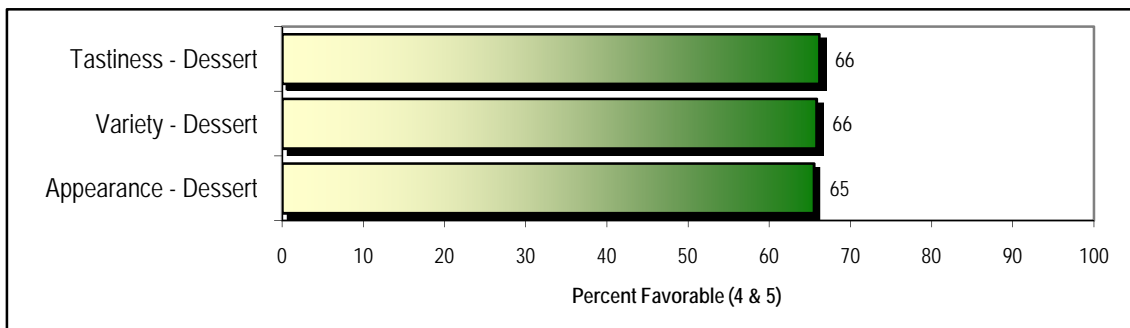
Vegetable

	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety	45	61	69	30	16	35	17	3
Appearance	46	61	68	29	17	36	15	3
Tastiness	45	59	67	30	15	35	17	4
Vegetable Average	46	60	68	30	16	35	16	3



Dessert

	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety	66	66	75	37	29	28	6	0
Appearance	65	67	74	37	29	28	5	1
Tastiness	66	66	75	38	28	28	5	1
Dessert Average	66	67	75	37	29	28	6	1

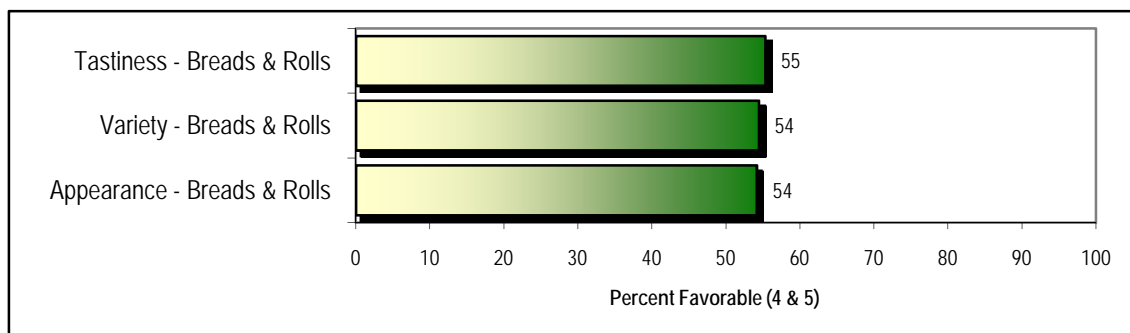


Customer Satisfaction Survey

Detailed Data - By Category

Bread & Rolls

	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety	54	60	71	34	20	36	9	0
Appearance	54	61	71	33	21	36	10	0
Tastiness	55	62	71	34	22	35	9	0
Bread & Rolls Average	55	61	71	34	21	36	9	0

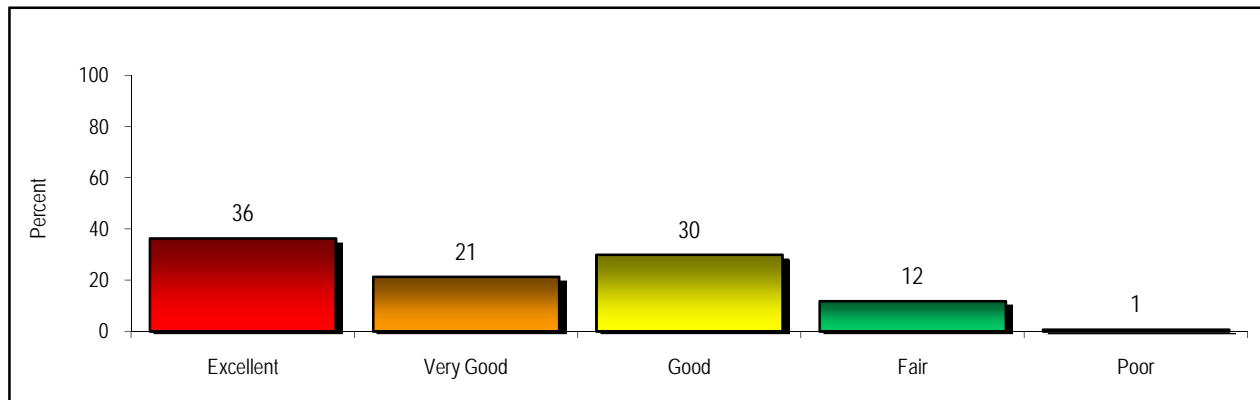


Overall Averages

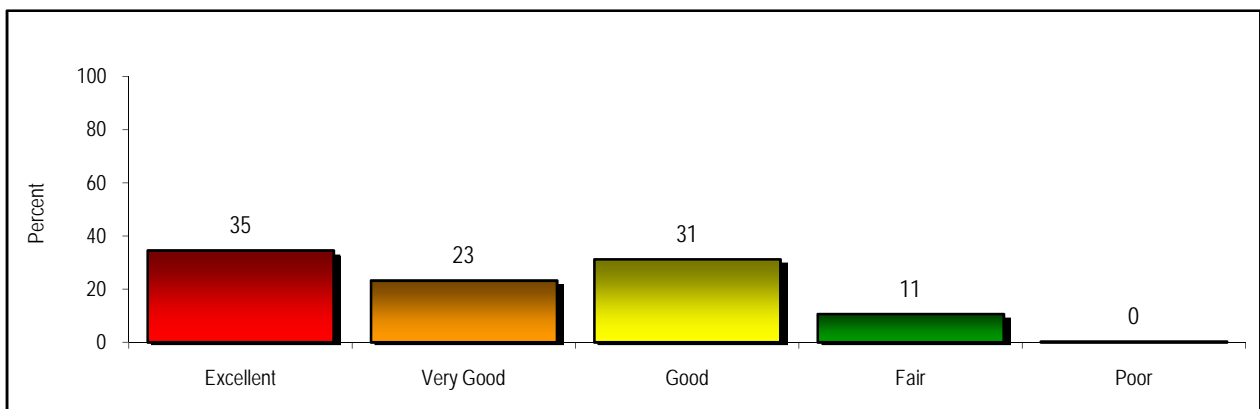
	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety Average	56	63	71	34	22	32	12	1
Appearance Average	55	64	71	33	22	34	10	1
Tastiness Average	55	63	70	33	21	33	11	2
Overall Average	55	63	70	33	22	33	11	1

Customer Satisfaction Survey

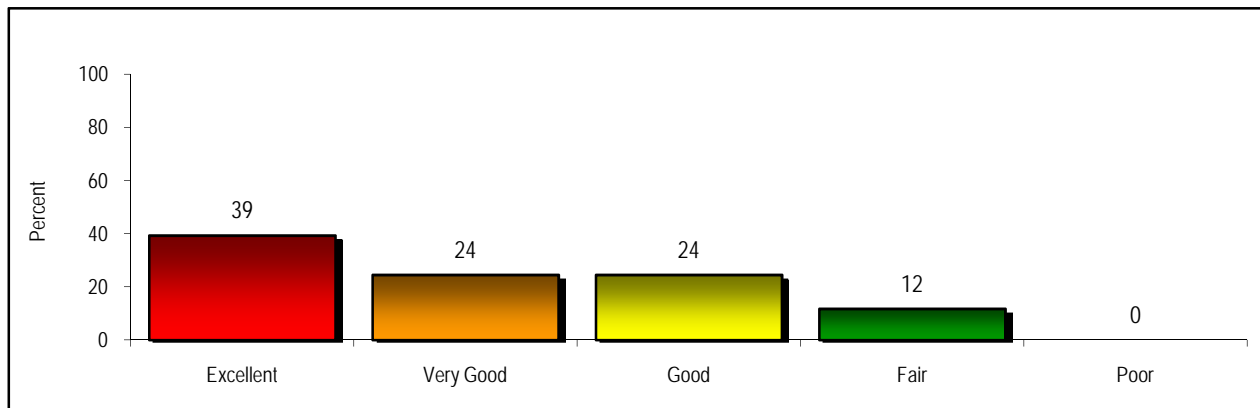
Overall Quality of Food



Main Dish Names are Easy to Understand

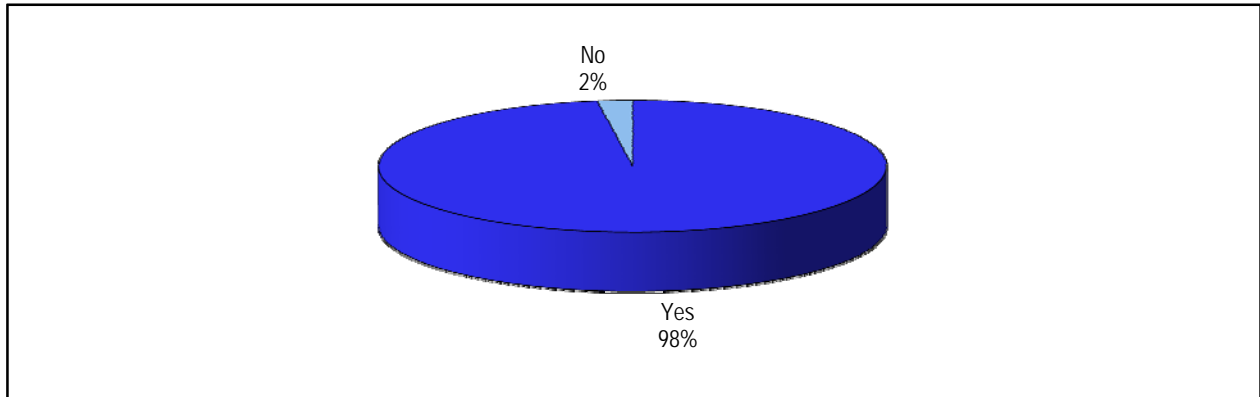


Readability (Print Size) of Menu

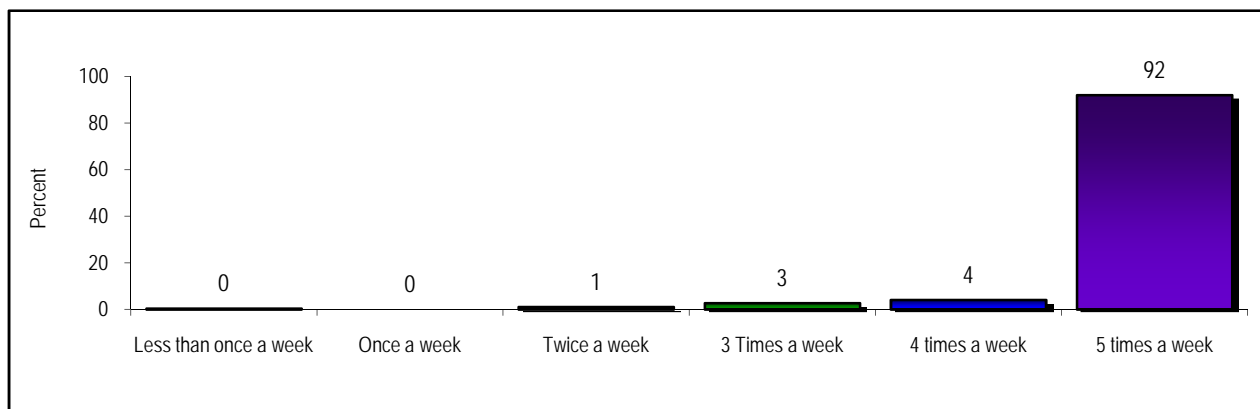


Customer Satisfaction Survey

Would you recommend our food to your friends?



On a weekly basis, how often do you eat our foods?



How long have you received meals in our program?

