# Customer Satisfaction Survey

**Questionnaire**

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**Marking Instructions:**
- Use No. 2 pencil or blue or black ink pen only.
- Correct Mark: ☐ Incorrect Marks: ☒

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**Meal Site:** 

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**Main Dish**
- Variety: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Appearance: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Tastiness: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Salad**
- Variety: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Appearance: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Tastiness: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Vegetable**
- Variety: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Appearance: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Tastiness: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Dessert**
- Variety: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Appearance: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Tastiness: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Breads & Rolls**
- Variety: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Appearance: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐
- Tastiness: Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

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**Overall quality of food**
- Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Main dish names are easy to understand**
- Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Readability (print size) of menu**
- Excellent ☐ Very Good ☐ Good ☐ Fair ☐ Poor ☐

**Would you recommend our food to your friends?**
- Yes ☐ No ☐

**On a weekly basis, how often do you eat our foods?**
- Less than once a week ☐ Once a week ☐ Twice a week ☐ 3 times a week ☐ 4 times a week ☐ 5 times a week ☐

**How long have you received meals in our program?**
- Less than 1 year ☐ 1-2 years ☐ 3-4 years ☐ 5+ years ☐

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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!
**Detailed Data - By Category**

### Main Dish

<table>
<thead>
<tr>
<th>Category</th>
<th>2008 Favorable (% 4s + 5s)</th>
<th>2007 Favorable (% 4s + 5s)</th>
<th>2006 Favorable (% 4s + 5s)</th>
<th>Excellent (% of 5s)</th>
<th>Very Good (% of 4s)</th>
<th>Good (% of 3s)</th>
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### Salad

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A Product of
Compass Group Engagement/Loyalty

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406-932-6565
Customer Satisfaction Survey

Detailed Data - By Category

### Vegetable

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<th>2008 Favorable (% 4s + 5s)</th>
<th>2007 Favorable (% 4s + 5s)</th>
<th>2006 Favorable (% 4s + 5s)</th>
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### Dessert

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Detailed Data - By Category

### Bread & Rolls

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<th>2006 Favorable (% 4s + 5s)</th>
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</table>

#### Tastiness - Breads & Rolls
- Excellent: 55%
- Very Good: 54%
- Good: 54%
- Fair: 54%
- Poor: 54%

#### Variety - Breads & Rolls
- Excellent: 54%
- Very Good: 54%
- Good: 54%
- Fair: 54%
- Poor: 54%

#### Appearance - Breads & Rolls
- Excellent: 54%
- Very Good: 54%
- Good: 54%
- Fair: 54%
- Poor: 54%

### Overall Averages

<table>
<thead>
<tr>
<th>Category</th>
<th>2008 Favorable (% 4s + 5s)</th>
<th>2007 Favorable (% 4s + 5s)</th>
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</table>
**Overall Quality of Food**

- Excellent: 36%
- Very Good: 21%
- Good: 30%
- Fair: 12%
- Poor: 1%

**Main Dish Names are Easy to Understand**

- Excellent: 35%
- Very Good: 23%
- Good: 31%
- Fair: 11%
- Poor: 0%

**Readability (Print Size) of Menu**

- Excellent: 39%
- Very Good: 24%
- Good: 24%
- Fair: 12%
- Poor: 0%
**Customer Satisfaction Survey**

Would you recommend our food to your friends?

- Yes: 98%
- No: 2%

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

- Less than once a week: 17%
- Once a week: 27%
- Twice a week: 32%
- Three times a week: 24%

How long have you received meals in our program?

- Less than 1 year: 17%
- 1-2 years: 27%
- 3-4 years: 32%
- 5+ years: 24%