



Customer Satisfaction Survey

E.P. City-County Nutrition Program Agency - Congregate
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?

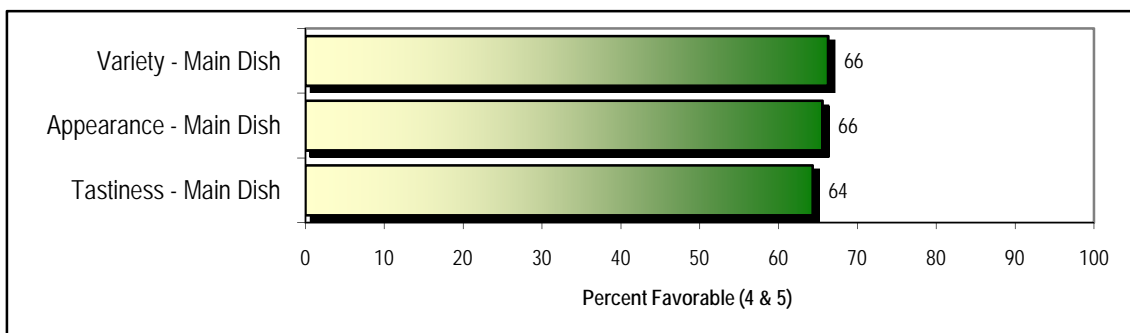
<input type="radio"/> Less than 1 year	<input type="radio"/> 1-2 years
<input type="radio"/> 3-4 years	<input type="radio"/> 5+ years

Customer Satisfaction Survey

Detailed Data - By Category

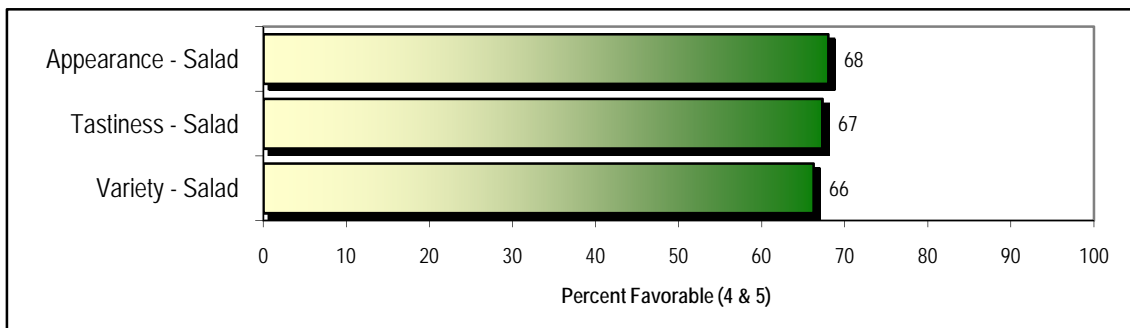
Main Dish

	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	66	66	61	34	32	23	10	1
Appearance	66	67	60	34	31	25	8	1
Tastiness	64	66	57	34	30	23	11	2
Main Dish Average	65	66	59	34	31	24	10	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	66	65	58	32	34	23	10	0
Appearance	68	67	56	34	34	24	8	0
Tastiness	67	66	56	35	32	24	8	1
Salad Average	67	66	57	34	34	24	9	0

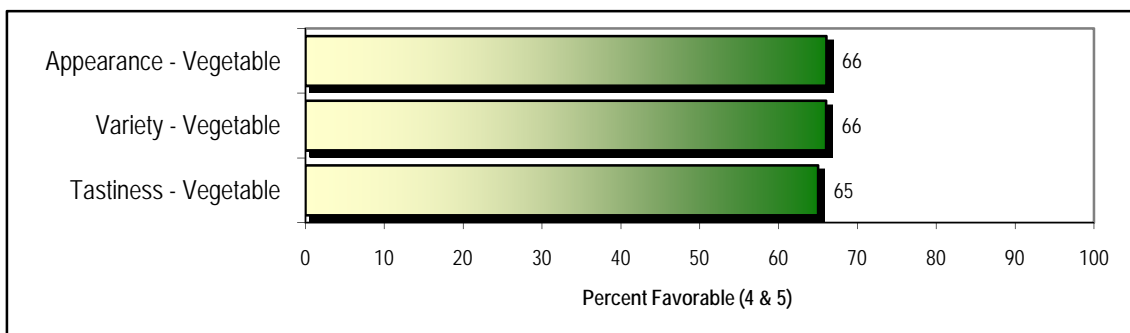


Customer Satisfaction Survey

Detailed Data - By Category

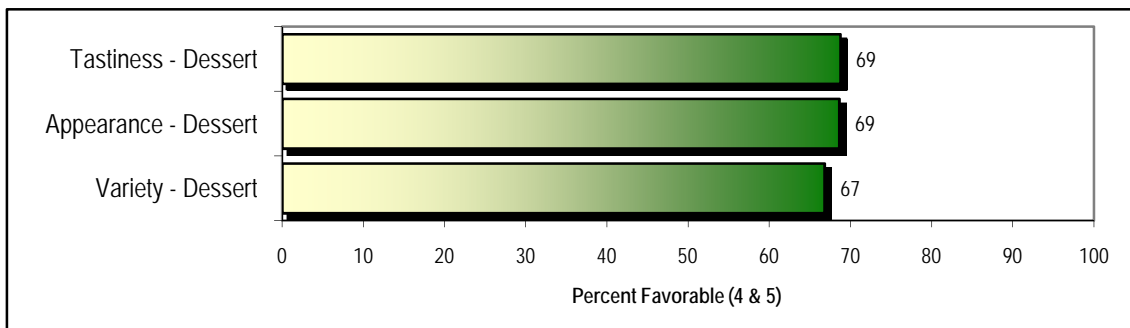
Vegetable

	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	66	61	57	30	36	26	7	1
Appearance	66	65	56	33	33	25	8	1
Tastiness	65	62	55	33	32	25	9	2
Vegetable Average	66	63	56	32	34	25	8	1



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	67	66	60	33	34	25	8	0
Appearance	69	67	58	35	33	24	7	0
Tastiness	69	67	58	37	32	24	7	0
Dessert Average	68	67	59	35	33	24	7	0

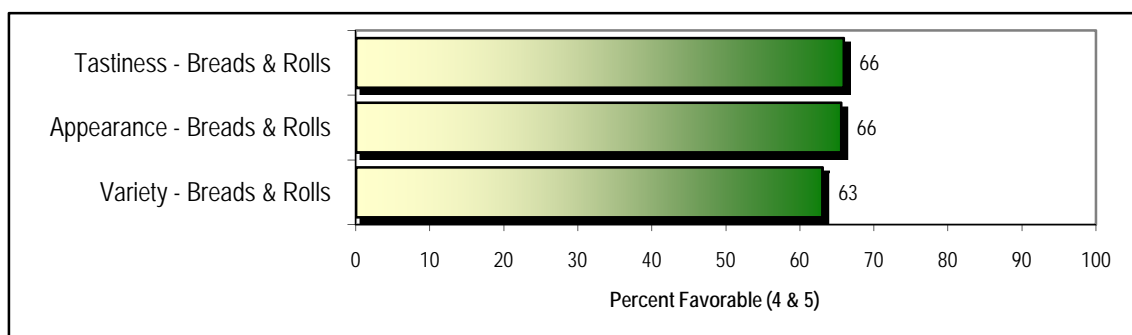


Customer Satisfaction Survey

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	63	63	58	33	30	28	9	1
Appearance	66	66	57	36	29	26	8	0
Tastiness	66	66	55	38	28	25	9	1
Bread & Rolls Average	65	65	57	36	29	26	8	0

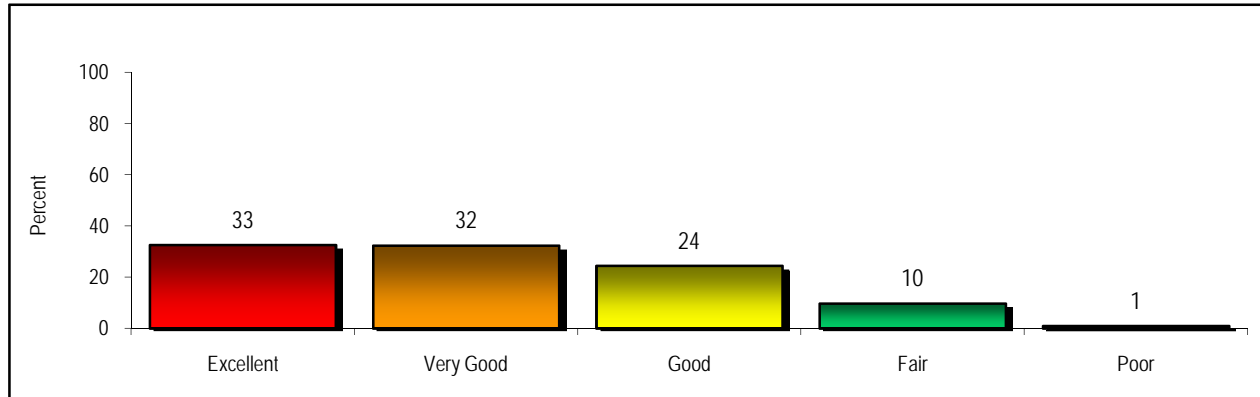


Overall Averages

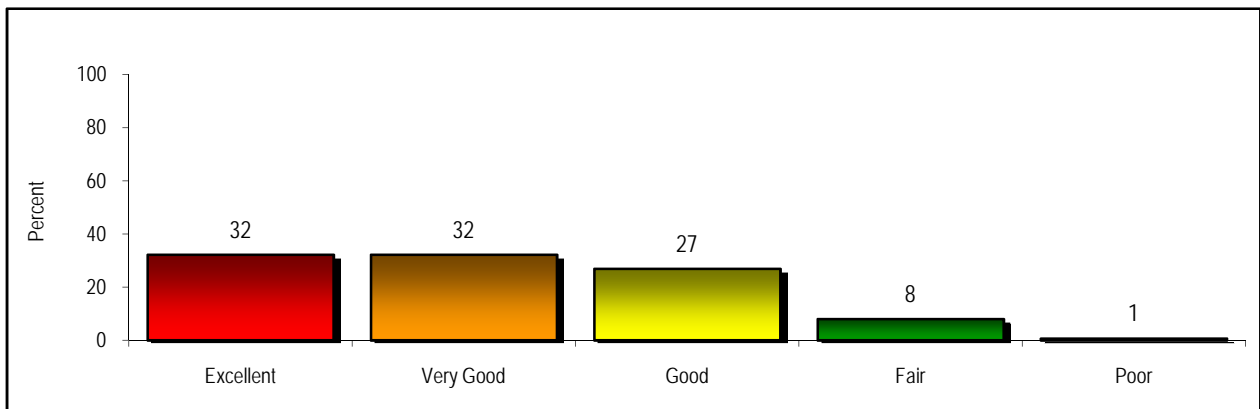
	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety Average	66	64	59	33	33	25	9	1
Appearance Average	67	66	58	35	32	25	8	1
Tastiness Average	66	65	56	35	31	24	9	1
Overall Average	66	65	57	34	32	25	8	1

Customer Satisfaction Survey

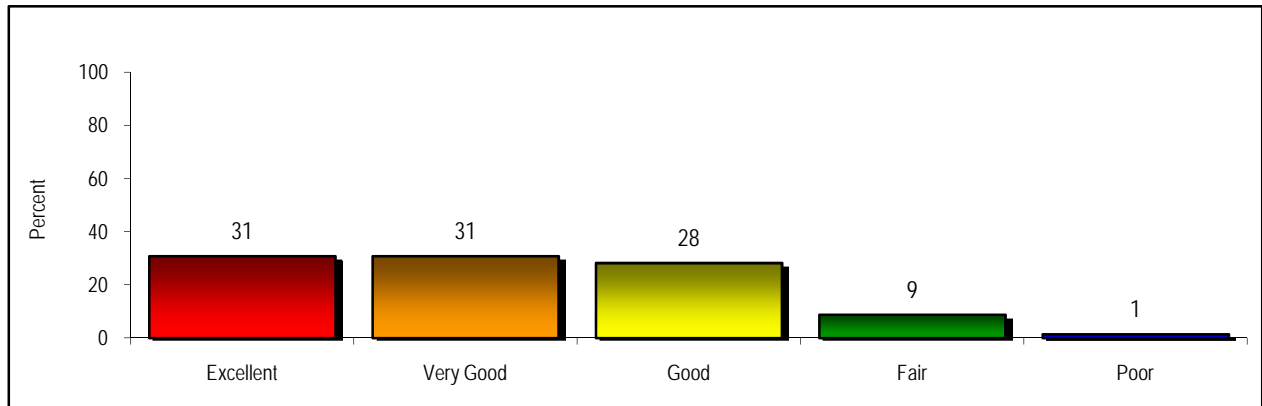
Overall Quality of Food



Main Dish Names are Easy to Understand

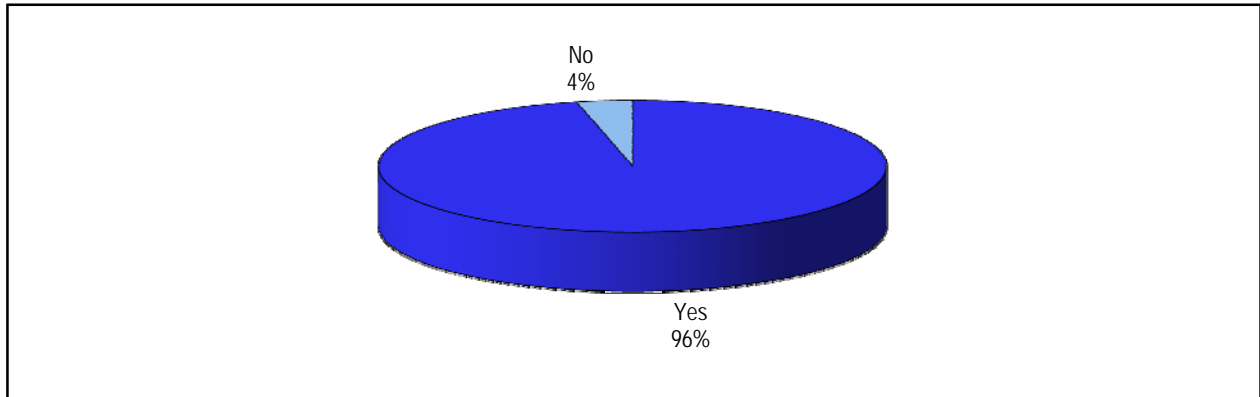


Readability (Print Size) of Menu

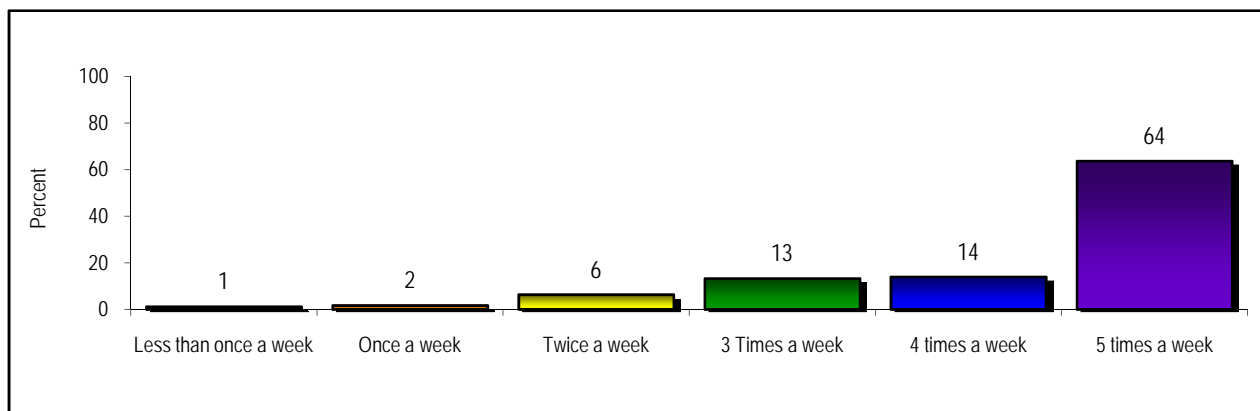


Customer Satisfaction Survey

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?

