



Customer Satisfaction Survey

Friendly Kitchen - 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

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

Readability (print size) of menu

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

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?

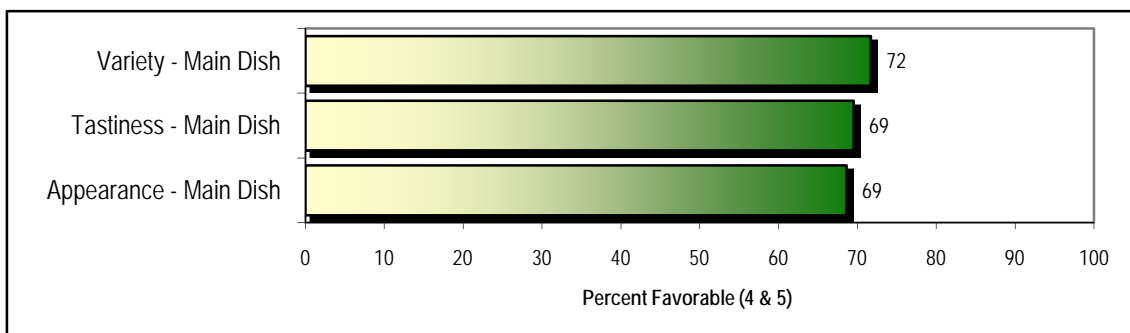
Less than 1 year 1-2 years
 3-4 years 5+ years

Customer Satisfaction Survey

Detailed Data - By Category

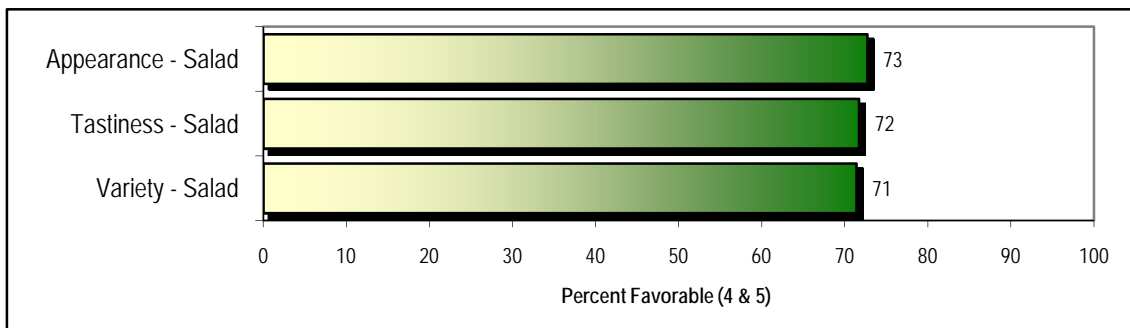
Main Dish

	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	72	63	58	40	32	19	9	1
Appearance	69	65	58	41	28	23	8	1
Tastiness	69	62	54	41	29	20	9	2
Main Dish Average	70	63	56	41	29	21	9	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	71	63	54	38	34	19	9	1
Appearance	73	64	52	40	33	20	7	1
Tastiness	72	65	51	41	30	19	8	1
Salad Average	72	64	52	40	32	19	8	1

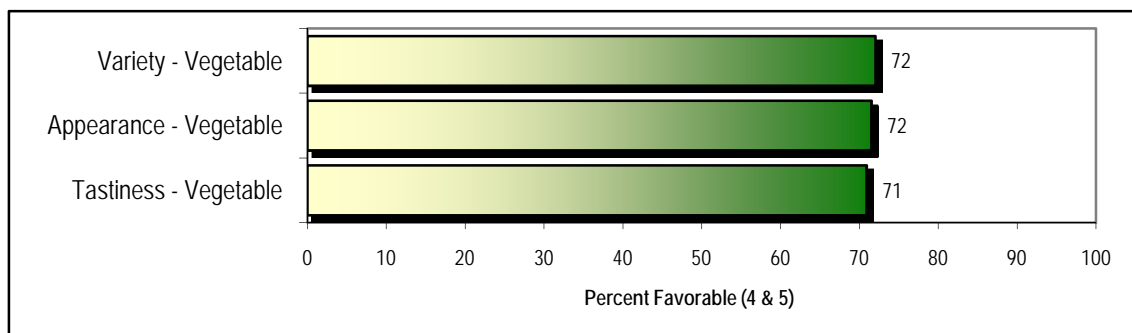


Customer Satisfaction Survey

Detailed Data - By Category

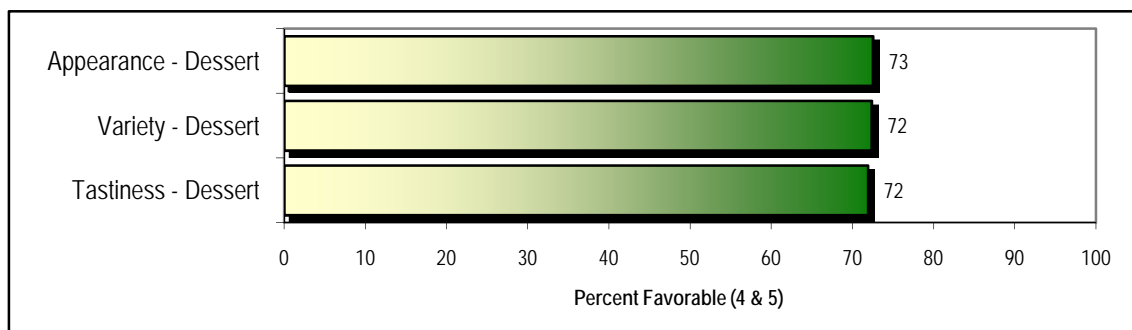
Vegetable

	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	72	60	53	36	36	21	7	1
Appearance	72	65	51	39	33	20	7	1
Tastiness	71	61	50	40	31	20	7	2
Vegetable Average	71	62	51	38	33	20	7	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	72	67	57	40	32	20	7	0
Appearance	73	68	55	42	31	20	7	0
Tastiness	72	69	54	44	28	21	7	0
Dessert Average	72	68	55	42	30	20	7	0

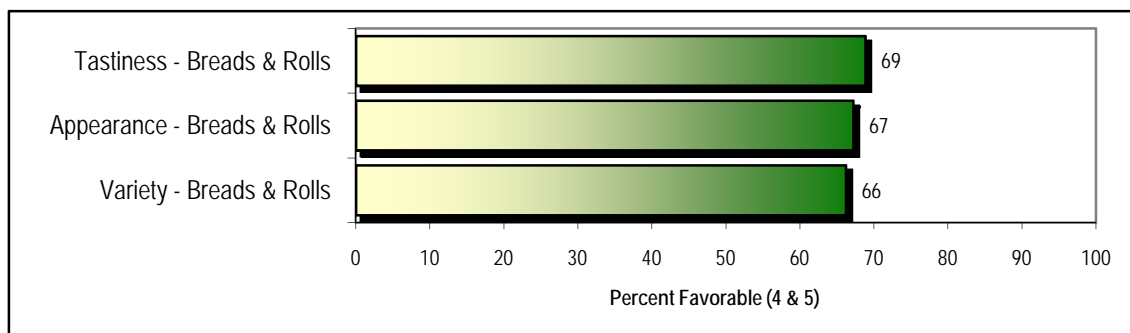


Customer Satisfaction Survey

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	66	60	56	42	24	24	10	1
Appearance	67	66	53	42	25	24	9	0
Tastiness	69	65	51	46	22	22	9	0
Bread & Rolls Average	67	64	53	43	24	23	9	0



Overall Averages

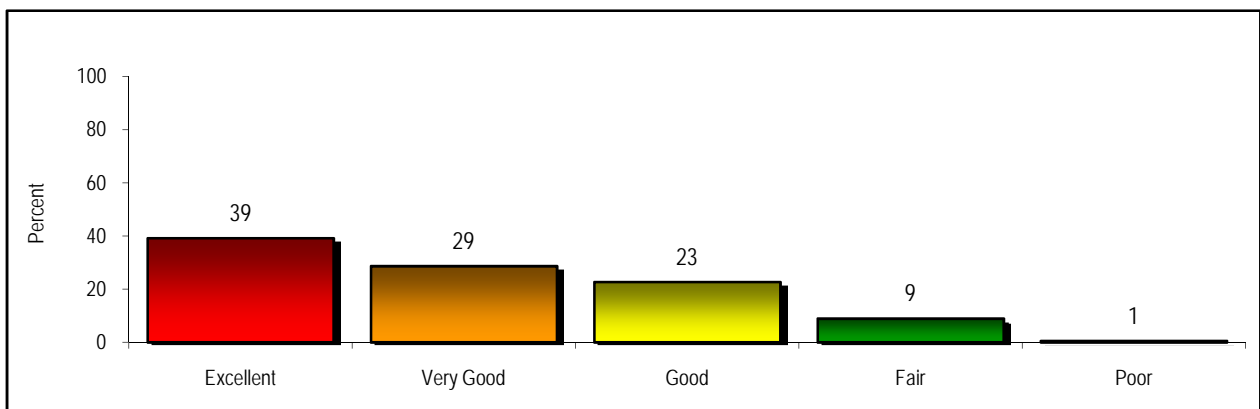
	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety Average	71	63	55	39	32	20	8	1
Appearance Average	70	65	54	41	30	21	8	1
Tastiness Average	71	64	52	43	28	20	8	1
Overall Average	71	64	54	41	30	21	8	1

Customer Satisfaction Survey

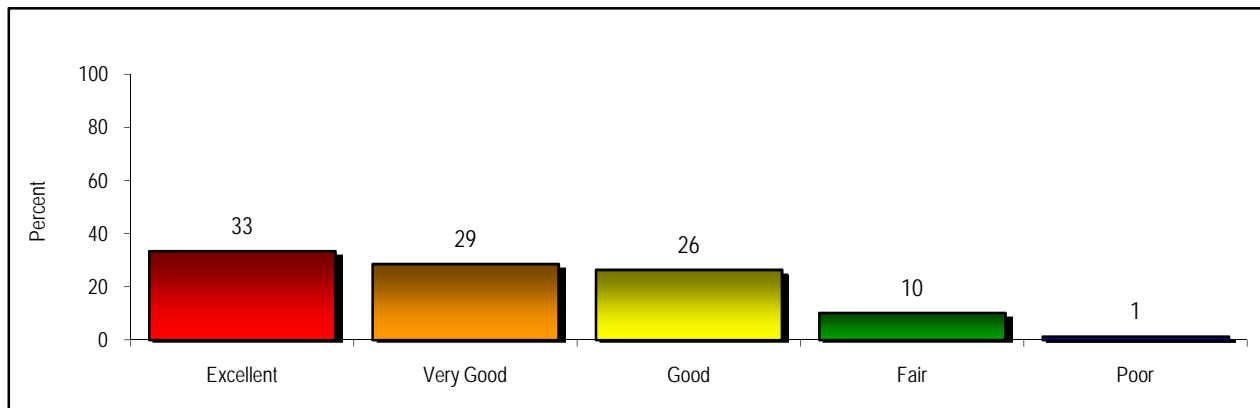
Overall Quality of Food



Main Dish Names are Easy to Understand



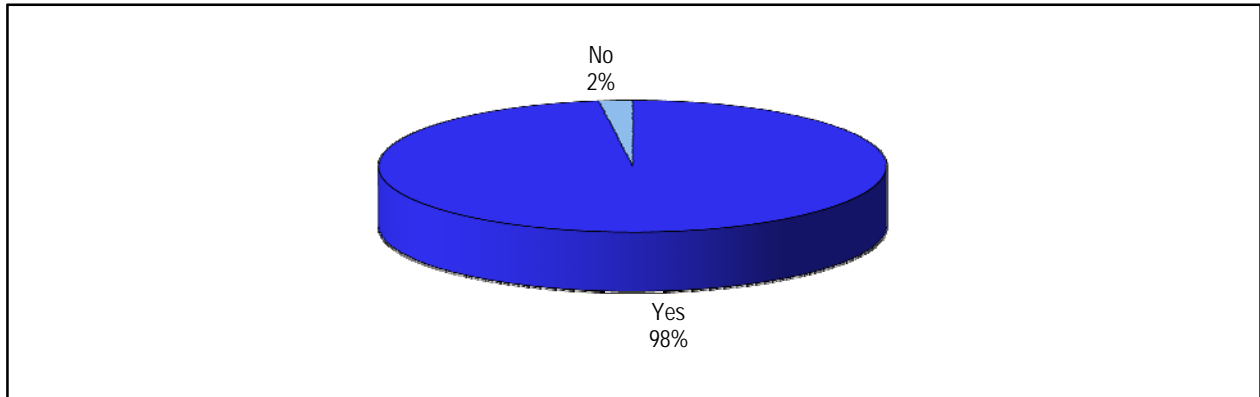
Readability (Print Size) of Menu



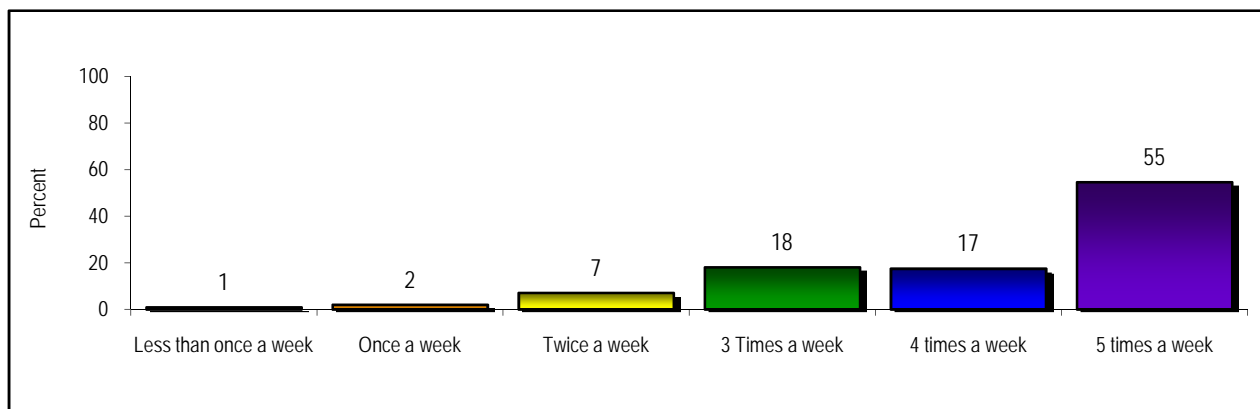
Customer Satisfaction Survey

Number Surveyed: 376
2008

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?

