



Customer Satisfaction Survey

Southside 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

<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?

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?

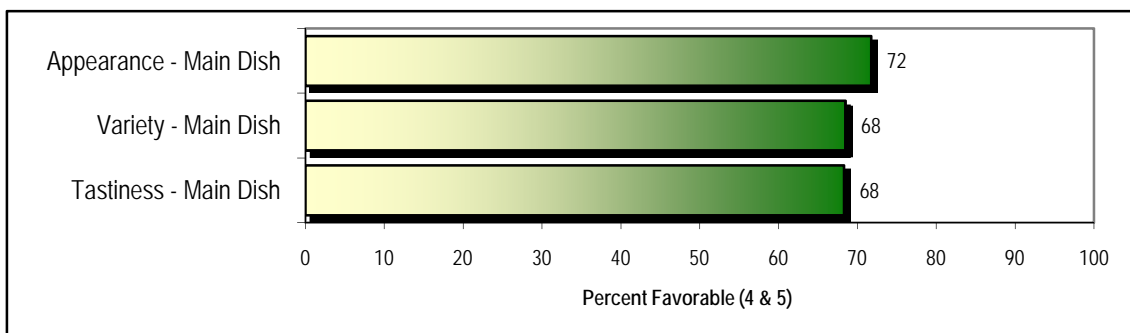
Less than 1 year 1-2 years
 3-4 years 5+ years

Customer Satisfaction Survey

Detailed Data - By Category

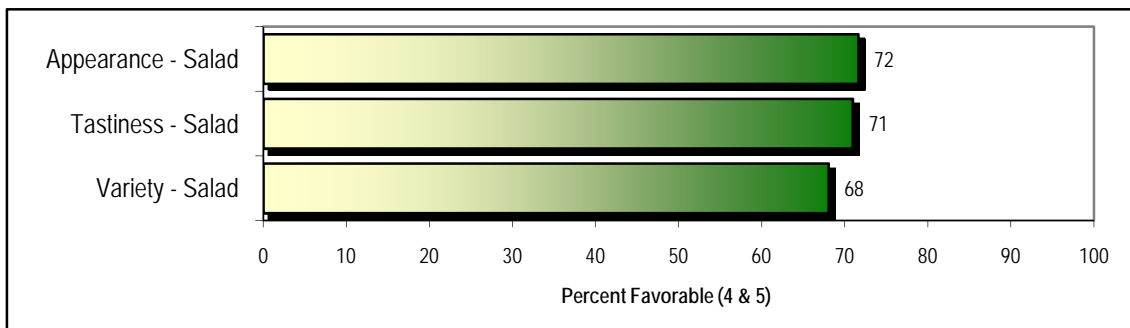
Main Dish

	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	68	77	59	28	40	22	9	1
Appearance	72	77	59	31	41	20	7	1
Tastiness	68	76	57	31	37	21	9	1
Main Dish Average	69	77	58	30	39	21	8	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	68	78	51	27	41	25	7	0
Appearance	72	78	50	29	43	22	6	0
Tastiness	71	75	49	31	40	24	5	0
Salad Average	70	77	50	29	41	24	6	0

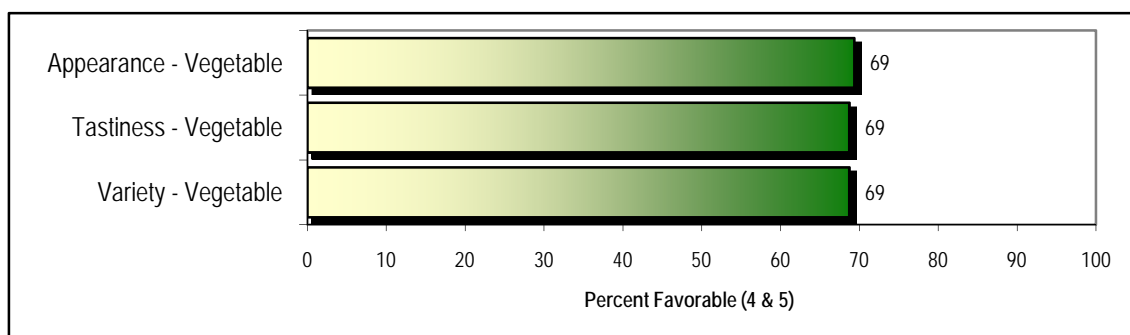


Customer Satisfaction Survey

Detailed Data - By Category

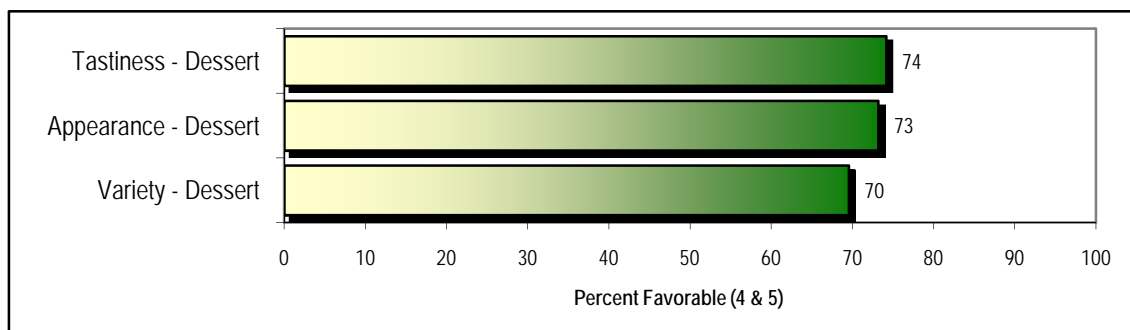
Vegetable

	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	69	75	50	26	43	25	5	1
Appearance	69	74	51	31	38	25	5	1
Tastiness	69	73	51	29	39	24	6	1
Vegetable Average	69	74	51	29	40	25	5	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	70	75	58	26	44	25	6	0
Appearance	73	76	57	32	41	23	3	0
Tastiness	74	72	53	31	43	23	3	0
Dessert Average	72	74	56	30	43	24	4	0

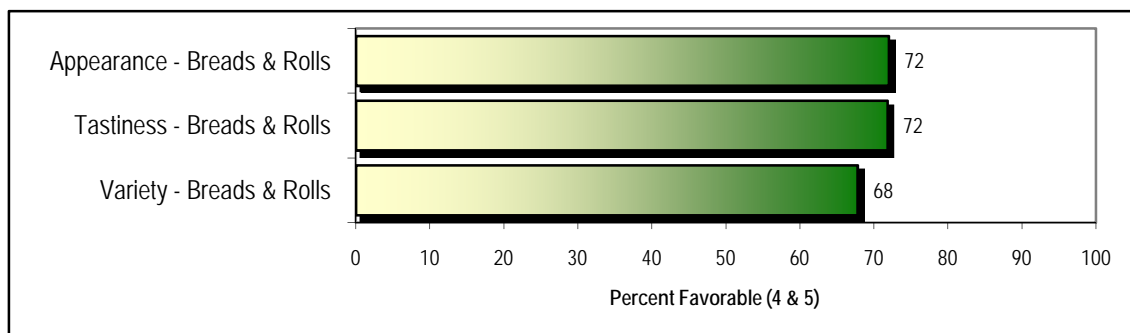


Customer Satisfaction Survey

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	68	76	51	29	39	26	5	1
Appearance	72	76	50	33	39	25	3	0
Tastiness	72	77	50	34	38	23	5	0
Bread & Rolls Average	71	76	50	32	39	25	4	0

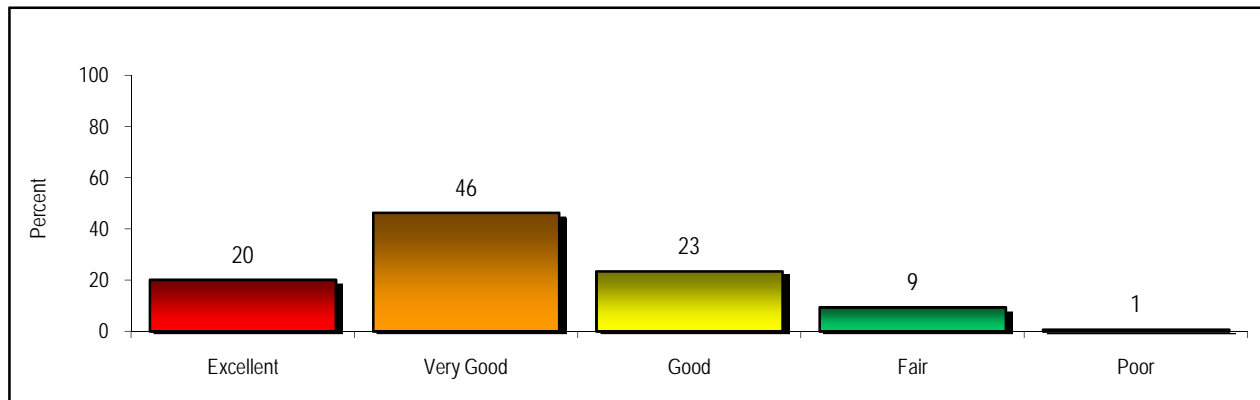


Overall Averages

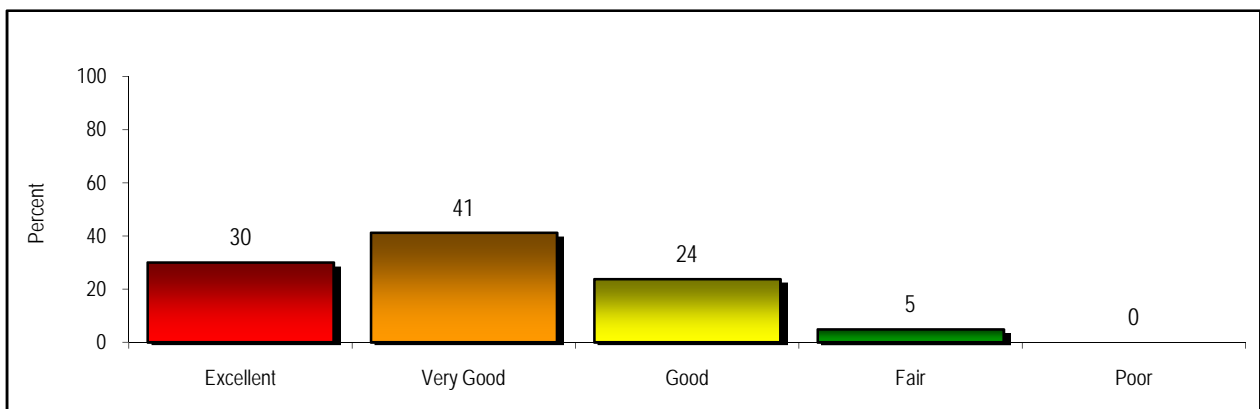
	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety Average	69	76	54	27	41	25	6	0
Appearance Average	72	76	53	31	40	23	5	0
Tastiness Average	71	75	52	31	40	23	5	1
Overall Average	70	76	53	30	40	24	6	0

Customer Satisfaction Survey

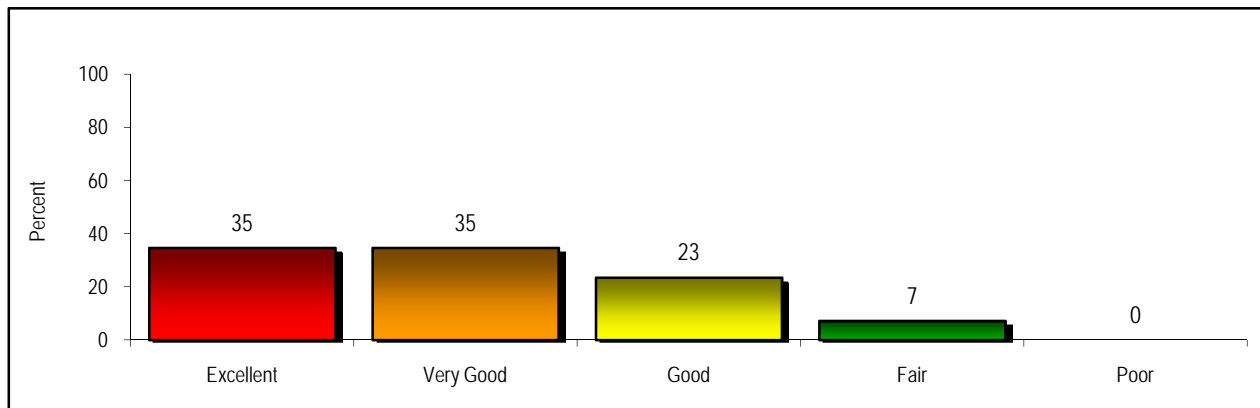
Overall Quality of Food



Main Dish Names are Easy to Understand

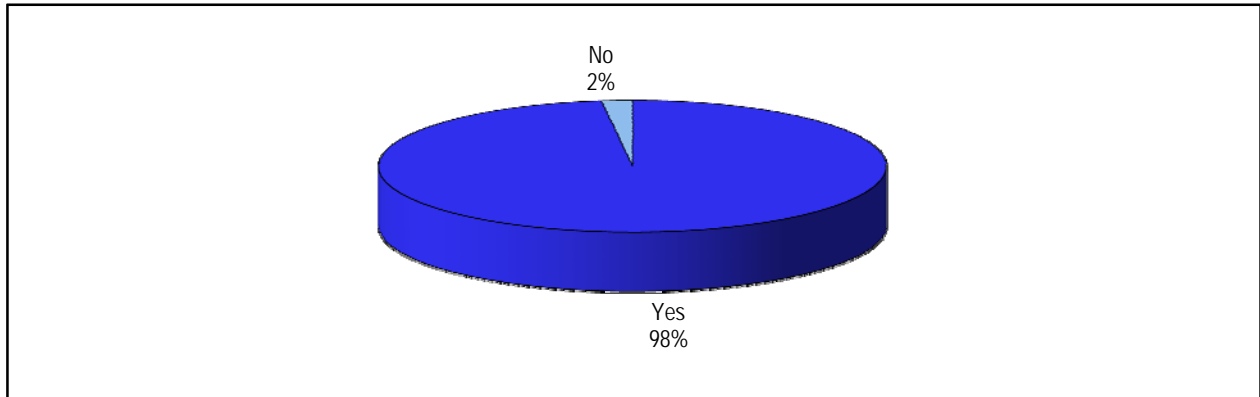


Readability (Print Size) of Menu

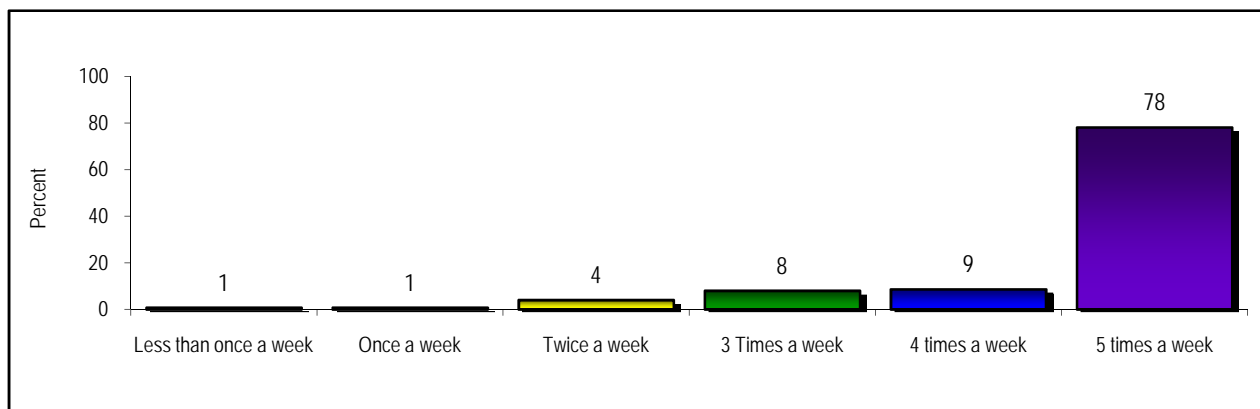


Customer Satisfaction Survey

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?

