



Customer Satisfaction Survey

Wellington Kitchen - 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?

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?

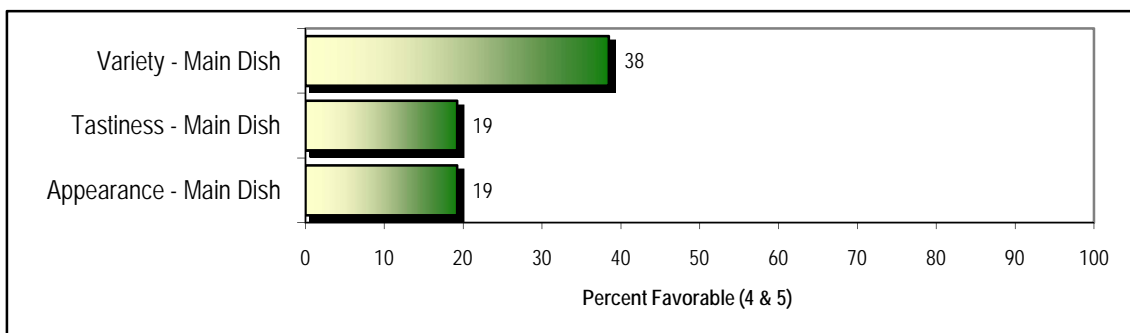
Less than 1 year 1-2 years
 3-4 years 5+ years

Customer Satisfaction Survey

Detailed Data - By Category

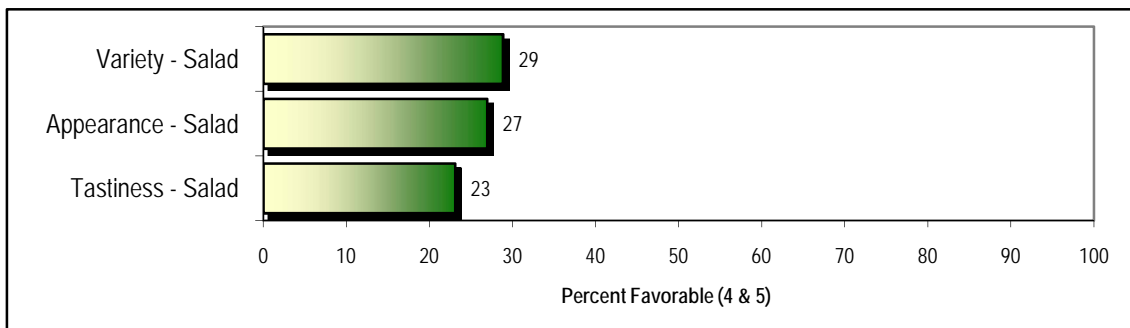
Main Dish

	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	38	52	66	4	35	52	10	0
Appearance	19	53	70	6	13	65	13	2
Tastiness	19	48	63	6	13	65	13	2
Main Dish Average	26	51	66	5	21	61	12	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	29	51	60	6	23	54	17	0
Appearance	27	52	62	6	21	60	13	0
Tastiness	23	51	60	6	17	62	15	0
Salad Average	26	51	61	6	21	58	15	0

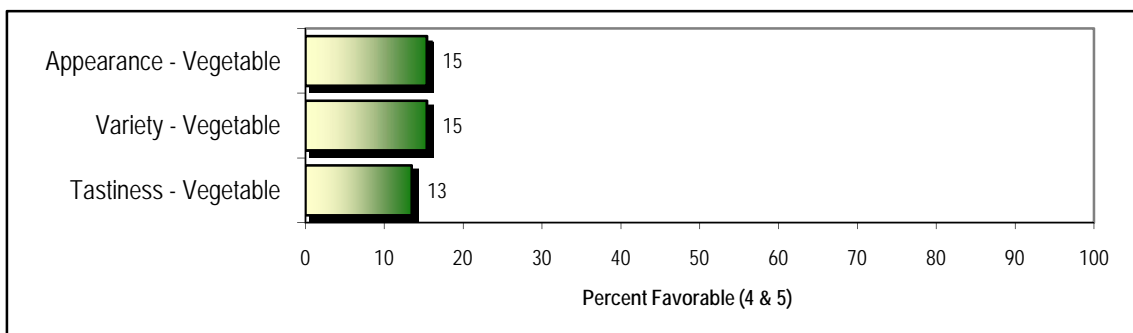


Customer Satisfaction Survey

Detailed Data - By Category

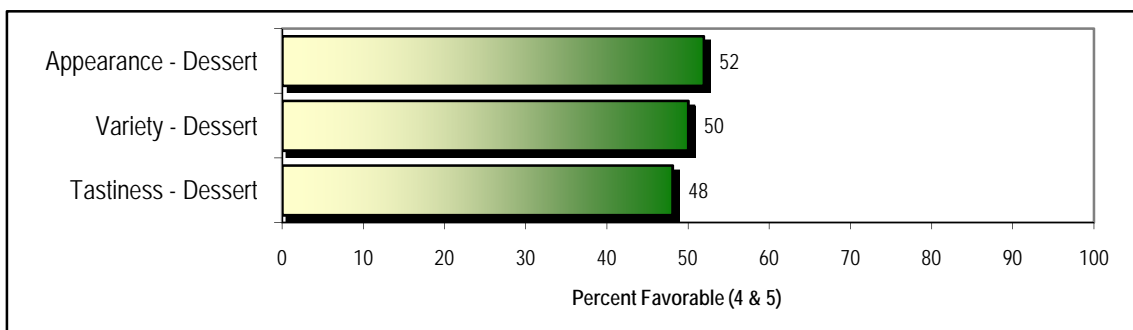
Vegetable

	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	15	47	65	6	10	62	23	0
Appearance	15	45	65	4	12	63	19	2
Tastiness	13	43	62	4	10	60	25	2
Vegetable Average	15	45	64	4	10	62	22	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	50	56	66	2	48	44	6	0
Appearance	52	58	65	4	48	44	4	0
Tastiness	48	55	65	2	46	48	4	0
Dessert Average	50	56	65	3	47	46	4	0

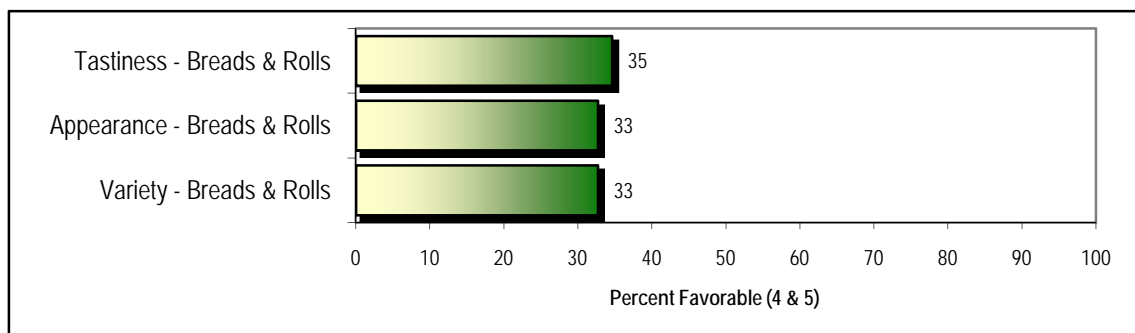


Customer Satisfaction Survey

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	33	45	62	4	29	63	4	0
Appearance	33	45	63	4	29	63	4	0
Tastiness	35	46	63	4	31	62	4	0
Bread & Rolls Average	33	45	63	4	29	63	4	0

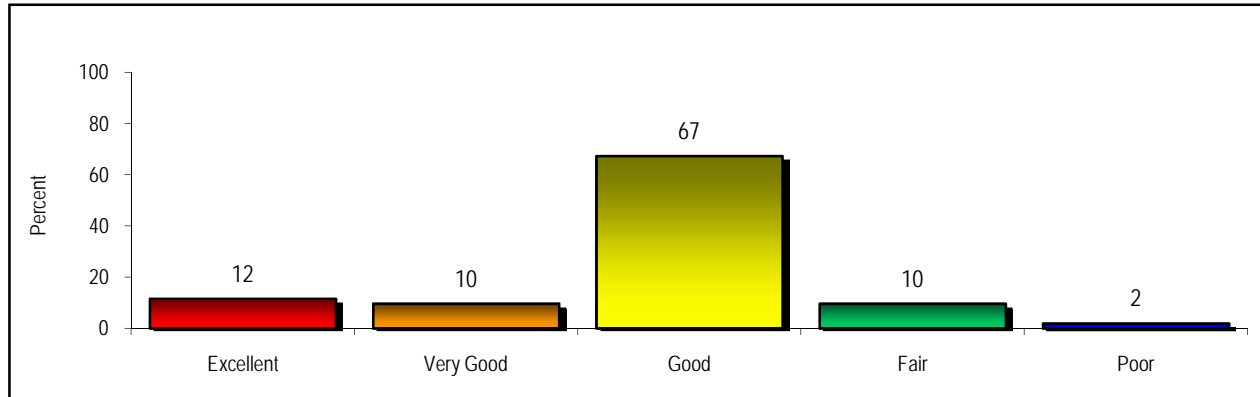


Overall Averages

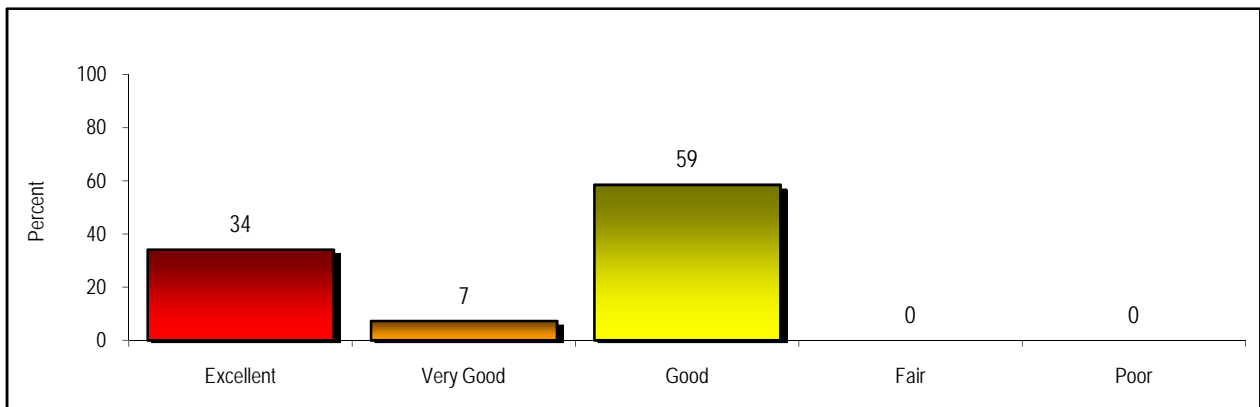
	2008 Favorable (% 4s + 5s)	2007 Favorable (% 4s + 5s)	2006 Favorable (% 4s + 5s)	Excellent (% of 5s)	Very Good (% of 4s)	Good (% of 3s)	Fair (% of 2s)	Poor (% of 1s)
Variety Average	33	50	64	4	29	55	12	0
Appearance Average	29	51	65	5	25	59	11	1
Tastiness Average	28	49	63	4	23	59	12	1
Overall Average	30	50	64	4	26	58	12	1

Customer Satisfaction Survey

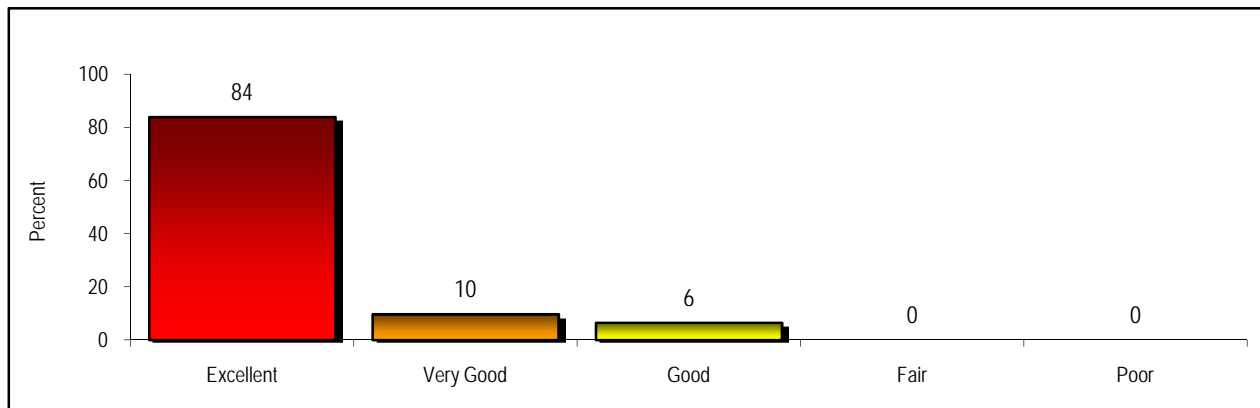
Overall Quality of Food



Main Dish Names are Easy to Understand

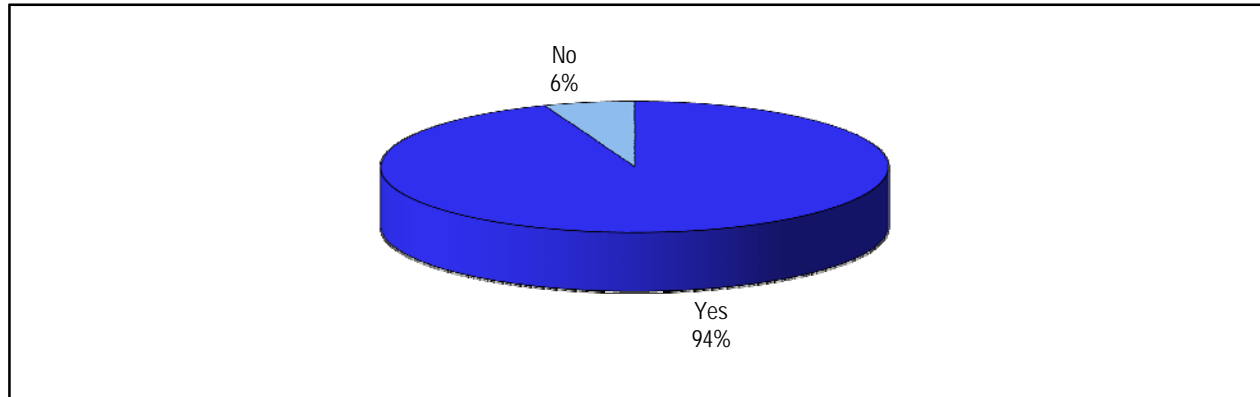


Readability (Print Size) of Menu

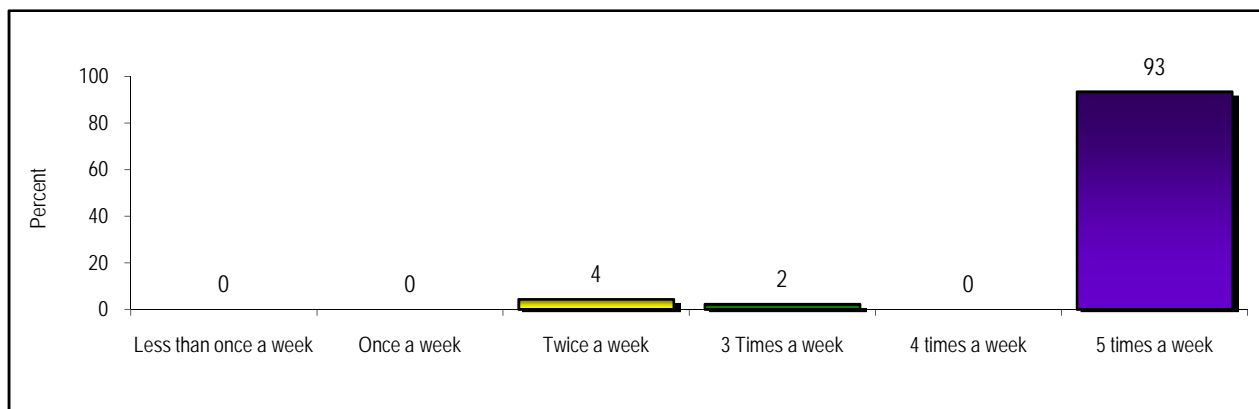


Customer Satisfaction Survey

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?

