



## NUTRITION AND FOOD SERVICES

### CAFETERIA CUSTOMER SATISFACTION SURVEY SUMMARY REPORT

FACILITY: \_\_\_\_\_ COMPLETED BY: \_\_\_\_\_ MONTH: \_\_\_\_\_

Criteria	Total #Yes	Total #No	Total #Not Applicable	Score for Questions $\frac{\text{\# "Yes" Responses}}{\text{\# of Yes \& No Responses}} \times 100 = \text{\_\_\_\_\_\%}$
<b>MEAL QUALITY</b>				
1) Are the meals tasty?				
2) Are the meals served at the right temperature?				
3) Are portion sizes adequate?				
4) Is the food presented in an attractive appealing fashion?				
5) Is there enough variety in the menu?				
6) Is there choice available?				
7) Do the foods we offer meet your dietary needs?				
<b>SERVICE</b>				
1) Are those who serve your meals pleasant and friendly?				
2) Are comments or concerns about meal service dealt with to your satisfaction?				
<b>ENVIRONMENT / DINING AREA</b>				
1) Is the eating space adequate?				
2) Is your table setting clean and neat?				
3) Are the dishes in good condition?				
<b>MISCELLANEOUS</b>				
1) How frequently do you use the cafeteria service?	Daily	Weekly	Monthly	
2) What meals do you use the cafeteria service for?	Breakfast	Lunch	Supper	Snacks
3) Menu items enjoyed				
4) Menu items disliked				
5) Items that could be added				
<b>Combined Survey Total</b>		=	$\frac{\text{Total \# "Yes" Responses}}{\text{Total \# of Yes \& No Responses}} \times 100 = \text{\_\_\_\_\_\%}$	
Record on Annual Audit Report				

ACTION TAKEN:	FOLLOW UP: