Secret Shopper Results

University Food Services Chik-fil-A

Fall 2013

What venue were you assig	ned?	
Answer	Response	%
Chick-Fil-A	2	100%
Delicious	0	0%
Einstein's Bros Bagels	0	0%
Garden Gourmet	0	0%
Jamba Juice/ Starbucks Union	0	0%
Jazzman's	0	0%
Mein Bowl	0	0%
Pizza Hut	0	0%
Quiznos	0	0%
Starbucks (Chemistry and Computer Science Building)	0	0%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Are you		
Answer	Response	%
Male	0	0%
Female	2	100%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	2	100%
Sophomore	0	0%
Junior	0	0%
Senior	0	0%
Graduate	0	0%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Please answer the following:					
Question	Yes	%	No	%	Responses
The associate made eye contact when I approached him/her.	2	100%	0	0%	2
The associate smiled when I approached him/her.	1	50%	1	50%	2
I was greeted by the associate.	1	50%	1	50%	2
The associate wore a name tag.	2	100%	0	0%	2
The associate asked follow up questions (ex. What else can I help you with?)	1	50%	1	50%	2
The associate thanked me after completing the transaction.	0	0%	2	100%	2
		Ans	wered (Question	2
		Sk	ipped G	uestion	0

Please rate the following:												
Please rate the following:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	Don't Know	%	Response Count	Rating Average
Thinking about your experience with UTEP Food Services, please rate your overall satisfaction.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
								Answe	ered Que	stion	2	
								Skip	ped Que	stion	0	
								Ov	erall Ave	rage		3.00

Thinking about your experie	Thinking about your experience at this location, please rate University Food Services												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	Don't Know	%	Response Count	Rating Average	
Meeting your needs.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3	
The value for the price you pay.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3	
Variety.	0	0%	1	50%	1	50%	0	0%	0	0%	2	2.5	
								Ans	wered Qı	estion	2		
								Sk	ipped Qu	Jestion	0		
									Overall Av	/erage		2.83	

Based on your most recen	Based on your most recent experience, how likely would you be to:												
Question	Unlikely	%	Somewhat Unlikely	%	Somewhat Likely	%	Likely	%	I don't know	%	Response Count	Rating Average	
Recommend this dining location to a new student.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00	
Continue to purchase food from the location you visited.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50	
								Answe	red Que	stion	2		
								Skip	ped Que	stion	0		
								Ove	erall Avei	rage		3.25	

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Based on your experience with this location, how would you rate the overall dining area atmosphere?	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
									Answered	Question	2	
									Skipped	Question	0	
									Overall	Average		3.50

Again, thinking about your experience with	Again, thinking about your experience with this location, please rate the dining area atmosphere in terms of the following:											
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Having convenient hours of operation.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
Maintaining a clean service area.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Maintaining a clean seating area.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
Easily finding the food/beverages that I want.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
								Answei	ed Ques	tion	2	
								Skipp	ed Ques	tion	0	
		Overall Average										

Please share any additional comments on your experience at this location.

The food was good, I think that the associate could have been more friendly and asked if I needed anything else. overall, it was a good experience.

I have no other issues than longer hours of operation.

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Based on your experience with the dining venue you visited, how would you rate the overall customer service?	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
								A	Answered Q	uestion	2	
									Skipped Q	uestion	0	
									Overall A	verage		3.00

Were you thanked after you paid?												
Answer	Response	%										
Yes	0	0%										
No	2	100%										
Total	2	100%										
Answered Question	2											
Skipped Question	0											

Thinking about your experience at this location, please rate the customer service in terms of the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Being served in a timely manner.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Friendly and helpful staff.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
Professional appearance of the staff.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Being responsive to my questions and concerns.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
Being receptive to my suggestions.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Offering or recommending something on the menu to complete my meal.	1	50%	1	50%	0	0%	0	0%	0	0%	2	1.50
								Answe	ered Ques	stion	2	
								0				
	Overall Average											3.00

What was the time of you	ur visit?	
Answer	Response	%
5:00-6:00 AM	0	0%
6:00-7:00 AM	0	0%
7:00-8:00 AM	0	0%
8:00-9:00 AM	0	0%
9:00-10:00 AM	0	0%
10:00-11:00 AM	0	0%
11:00 AM-12:00 PM	0	0%
12:00-1:00 PM	0	0%
1:00-2:00 PM	0	0%
2:00-3:00 PM	0	0%
3:00-4:00 PM	0	0%
4:00-5:00 PM	0	0%
5:00-6:00 PM	0	0%
6:00-7:00 PM	0	0%
7:00-8:00 PM	0	0%
8:00-9:00 PM	0	0%
9:00-10:00 PM	0	0%
After 10:00 PM	0	0%
Total	0	100%
Answered Question	0	
Skipped Question	2	

What was the time it took you to receive your selection from the time you ordered?									
Answer	Response	%							
Less than 30 seconds	0	0%							
30 seconds to 1 minute	1	50%							
1-2 minutes	0	0%							
2-4 minutes	0	0%							
4-6 minutes	1	50%							
more than 6 minutes	0	0%							
Total	2	100%							
Answered Question	2								
Skipped Question	0								

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	Don't Know	%	Response Count	Rating Average
Based on your experience at the location you visited, how would you rate the overall quality of the food?	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
								Answ	vered Que	estion	2	
								Ski	pped Que	estion	0	
								0	verall Ave	erage		3.50

Thinking about your exper	ience at this	loc	ation, r	ate th	e quality	y of th	e food in terr	ns of th	e following:			
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	l don't know	%	Response Count	Rating Average
Having an appealing presentation.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
Being prepared with high quality fresh ingredients.	0	0%	1	50%	1	50%	0	0%	0	0%	2	2.50
Being served at the right temperature.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Taste.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Portion size.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
									Answered	Question	2	
									Skipped	Question	0	
									Overall	Average		3.10

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Based on your experience at the location you visited, how would you rate the menu overall?	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
								Answe	ered Que	stion		
								Skip	ped Que	stion	1	
								Ov	erall Ave	rage		4.00

Based on your experience at	the locat	ion y	ou visit	ed , l	how wo	uld you	rate the m	nenu in te	erms of the	follow	ing:	
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Offering a variety of menu choices.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Attractiveness of merchandising display.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Merchandising is clearly identified.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
								Answ	vered Que	stion		
								Ski	pped Que	stion	1	
								0	verall Ave	rage		3.67

Question	Very Poor	%	Poor	%	Good	%	Very Good	%	l don't know	%	Response Count	Rating Average
Availability	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Variety	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Appeal	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Value	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
									Answered	Question	1	
									Skipped	Question	1	
									Ove	rall Avera	ae	4.00

What was the name of the Food Services employee who was at the cash register?

Luis

Please specify the food item you purchased at this location.

I purchased a 4 piece chicken strip combo

Did you experience any issues paying with you Miner Gold Card?									
Answer	Response	%							
Yes	1	100%							
No	0	0%							
Total	1	100%							
Answered Question	1								
Skipped Question	1								

Did you receive the 10% discount when you used the Miner Gold Card to pay for your meal?									
Answer	Response	%							
Yes	1	100%							
No	0	0%							
Total	1	100%							
Answered Question	1								
Skipped Question	1								

Please write any additional information you consider important in the space below:

The employers were okay, could have been nicer.