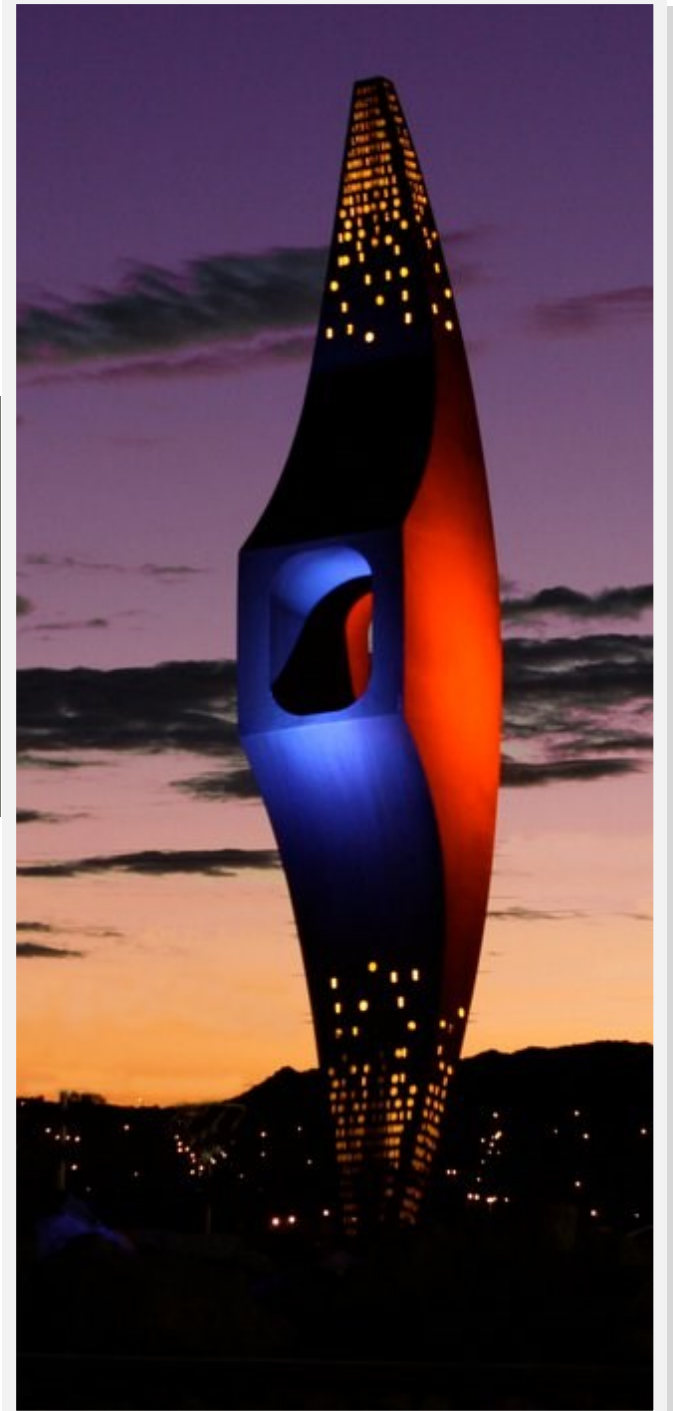


Secret Shopper Results

University Food Services
Pizza Hut

Fall 2013



What venue were you assigned?		
Answer	Response	%
Chick-Fil-A	0	0%
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	5	100%
Quiznos	0	0%
Starbucks (Chemistry and Computer Science Building)	0	0%
Total	5	100%
Answered Question	5	
Skipped Question	0	

Are you:		
Answer	Response	%
Male	1	20%
Female	4	80%
Total	5	100%
Answered Question	5	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	5	100%
Sophomore	0	0%
Junior	0	0%
Senior	0	0%
Graduate	0	0%
Total	5	100%
Answered Question	5	
Skipped Question	0	

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

N/A

I was treated very nicely by the cashier, by food was good and at a reasonable price.

Everything was very smooth, cashier wasn't as friendly but food was good.

i dont like the chairs are uncomfortable

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%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										1	
	Overall Average											3.25

Were you thanked after you paid?

Answer	Response	%
Yes	3	75%
No	1	25%
Total	4	100%
Answered Question	4	
Skipped Question	1	

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%	1	25%	3	75%	0	0%	0	0%	4	2.75
Friendly and helpful staff.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
Professional appearance of the staff.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Being responsive to my questions and concerns.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Being receptive to my suggestions.	0	0%	0	0%	2	50%	1	25%	1	25%	4	3.33
Offering or recommending something on the menu to complete my meal.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
Answered Question											4	
Skipped Question											1	
Overall Average												3.06

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	0	0%
1-2 minutes	0	0%
2-4 minutes	2	50%
4-6 minutes	1	25%
more than 6 minutes	1	25%
Total	4	100%
Answered Question	4	
Skipped Question	1	3

What was the time of your 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	2	67%
12:00-1:00 PM	0	0%
1:00-2:00 PM	1	33%
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	3	100%
Answered Question	3	
Skipped Question	2	

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%	4	100%	0	0%	0	0%	4	3.00
	Answered Question										4	
	Skipped Question										1	
	Overall Average											3.00

Based on your experience at the location you visited , how would you rate the menu in terms of the following:												
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%	4	100%	0	0%	0	0%	4	3.00
Attractiveness of merchandising display.	0	0%	0	0%	3	75%	0	0%	1	25%	4	3.00
Merchandising is clearly identified.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
	Answered Question										4	
	Skipped Question										1	
	Overall Average											3.00

Again, based on your experience at the location you visited , how would you rate the menu in terms of healthy food options via the following:

Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Availability	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Variety	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Appeal	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Value	0	0%	1	25%	3	75%	0	0%	0	0%	4	2.75
Answered Question											4	
Skipped Question											1	
Overall Average												2.94

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

n/a

I dont remember.

Cant remember.

i dont know

Please specify the food item you purchased at this location.

personal peperoni pizza and bread sticks

A pizza and a drink.

Personal Pan Pizza

a pizza

Did you experienced any issues paying with you Miner Gold Card?		
Answer	Response	%
Yes	0	0%
No	4	100%
Total	4	100%
Answered Question	4	
Skipped Question	1	

Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?		
Answer	Response	%
Yes	3	75%
No	1	25%
Total	4	100%
Answered Question	4	
Skipped Question	1	

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

I was content with my overall purchase.

i dont like the taste of the mexican food