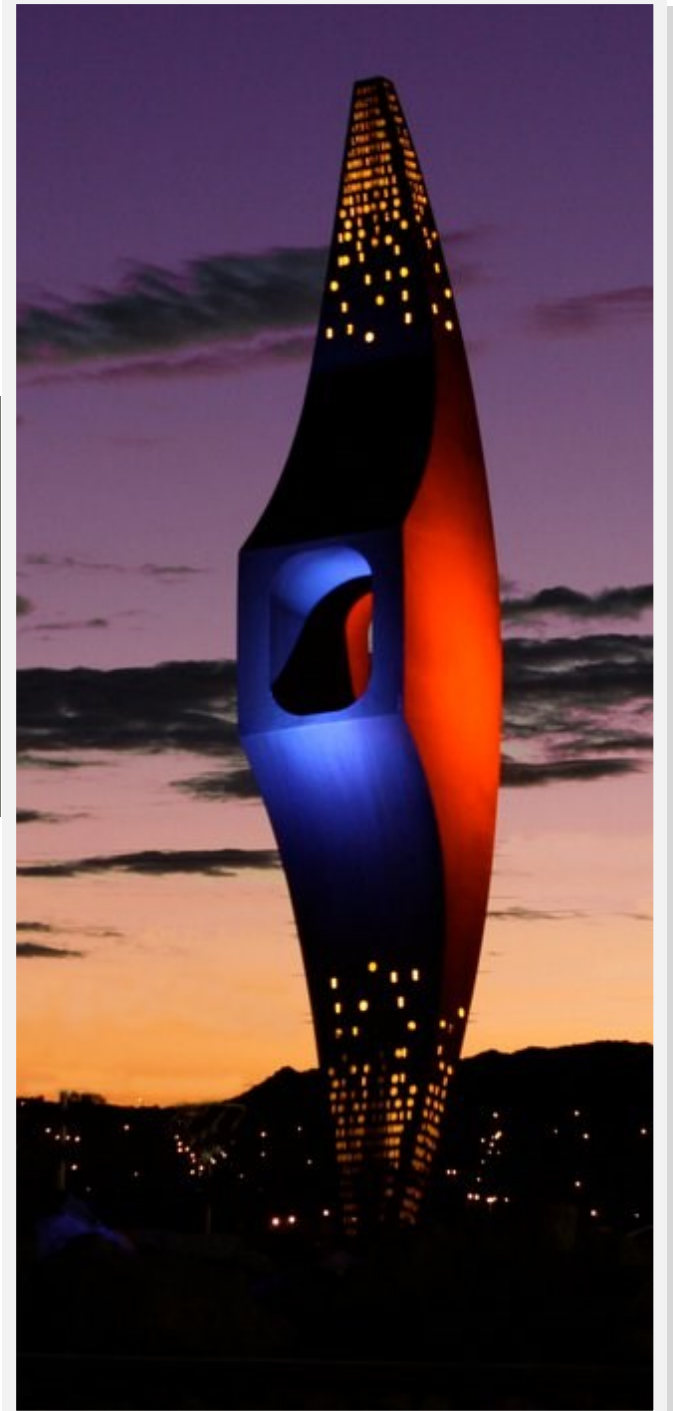


Secret Shopper Results

University Food Services
Jamba Juice & Starbucks
UTEP Union

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	4	100%
Jazzman's	0	0%
Mein Bowl	0	0%
Pizza Hut	0	0%
Quiznos	0	0%
Starbucks (Chemistry and Computer Science Building)	0	0%
Total	4	100%
Answered Question	4	
Skipped Question	0	

Are you:		
Answer	Response	%
Male	1	25%
Female	3	75%
Total	4	100%
Answered Question	4	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	3	75%
Sophomore	0	0%
Junior	0	0%
Senior	1	25%
Graduate	0	0%
Total	4	100%
Answered Question	4	
Skipped Question	0	

Please answer the following:					
Question	Yes	%	No	%	Responses
The associate made eye contact when I approached him/her.	4	100%	0	0%	4
The associate smiled when I approached him/her.	3	75%	1	25%	4
I was greeted by the associate.	3	75%	1	25%	4
The associate wore a name tag.	4	100%	0	0%	4
The associate asked follow up questions (ex. What else can I help you with?).	2	50%	2	50%	4
The associate thanked me after completing the transaction.	3	75%	1	25%	4
	Answered Question				4
	Skipped Question				0

Please rate the following:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	I don't know	%	Response Count	Rating Average
Thinking about your experience with UTEP Food Services, please rate your overall satisfaction.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.00

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%	1	25%	1	25%	2	50%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.25

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	25%	2	50%	1	25%	0	0%	4	3.00
Maintaining a clean service area.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Maintaining a clean seating area.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Easily finding the food/beverages that I want.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.13

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

They did not approach me when I walked up to the counter. They talked to me after I approached THEM. Very Dissapointed.

it was a good service needs to be open in a more flexible schedule

I like being in the Food Services since I can find what I want and I get treated nicely

The schedule could work with some changes

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%	1	25%	3	75%	0	0%	0	0%	4	2.75
	Answered Question										4	
	Skipped Question										0	
	Overall Average											2.75

Were you thanked after you paid?

Answer	Response	%
Yes	3	75%
No	1	25%
Total	4	100%
Answered Question	4	
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%	2	50%	2	50%	0	0%	4	3.50
Friendly and helpful staff.	0	0%	1	25%	1	25%	2	50%	0	0%	4	3.25
Professional appearance of the staff.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
Being responsive to my questions and concerns.	0	0%	1	25%	1	25%	2	50%	0	0%	4	3.25
Being receptive to my suggestions.	0	0%	1	25%	1	25%	2	50%	0	0%	4	3.25
Offering or recommending something on the menu to complete my meal.	0	0%	1	25%	1	25%	1	25%	1	25%	4	3.00
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.21

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	1	50%
11:00 AM-12:00 PM	0	0%
12:00-1:00 PM	0	0%
1:00-2:00 PM	1	50%
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	2	100%
Answered Question	2	
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	0	0%
1-2 minutes	2	50%
2-4 minutes	1	25%
4-6 minutes	1	25%
more than 6 minutes	0	0%
Total	4	100%
Answered Question	4	
Skipped Question	0	

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 overall quality of the food?	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00	
	Answered Question										4		
	Skipped Question										0		
	Overall Average										3.00		

Thinking about your experience at this location, rate the quality of the food in terms of the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Having an appealing presentation.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
Being prepared with high quality fresh ingredients.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Being served at the right temperature.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Taste.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Portion size.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
	Answered Question										4	
	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%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.25

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%	1	25%	3	75%	0	0%	0	0%	4	2.75
Attractiveness of merchandising display.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Merchandising is clearly identified.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.08

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%	1	25%	2	50%	1	25%	0	0%	4	3.00
Variety	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Appeal	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Value	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Answered Question											4	
Skipped Question											0	
Overall Average												3.19

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

I do not remember

I dont know

I do not remember

Adan

Please specify the food item you purchased at this location.

I purchased 2 drinks and popcorn during the movie at the cinema in the union

piece of cake

Strawberry Smoothie

Coffee

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	0	

Yes

yes but it was quickly resolved

Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?

Answer	Response	%
Yes	2	50%
No	2	50%
Total	4	100%
Answered Question	4	
Skipped Question	0	

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

Nothing

It was a good service

I usually arrive after 2 p.m. and since every place is closed is hard to actually use miner bucks