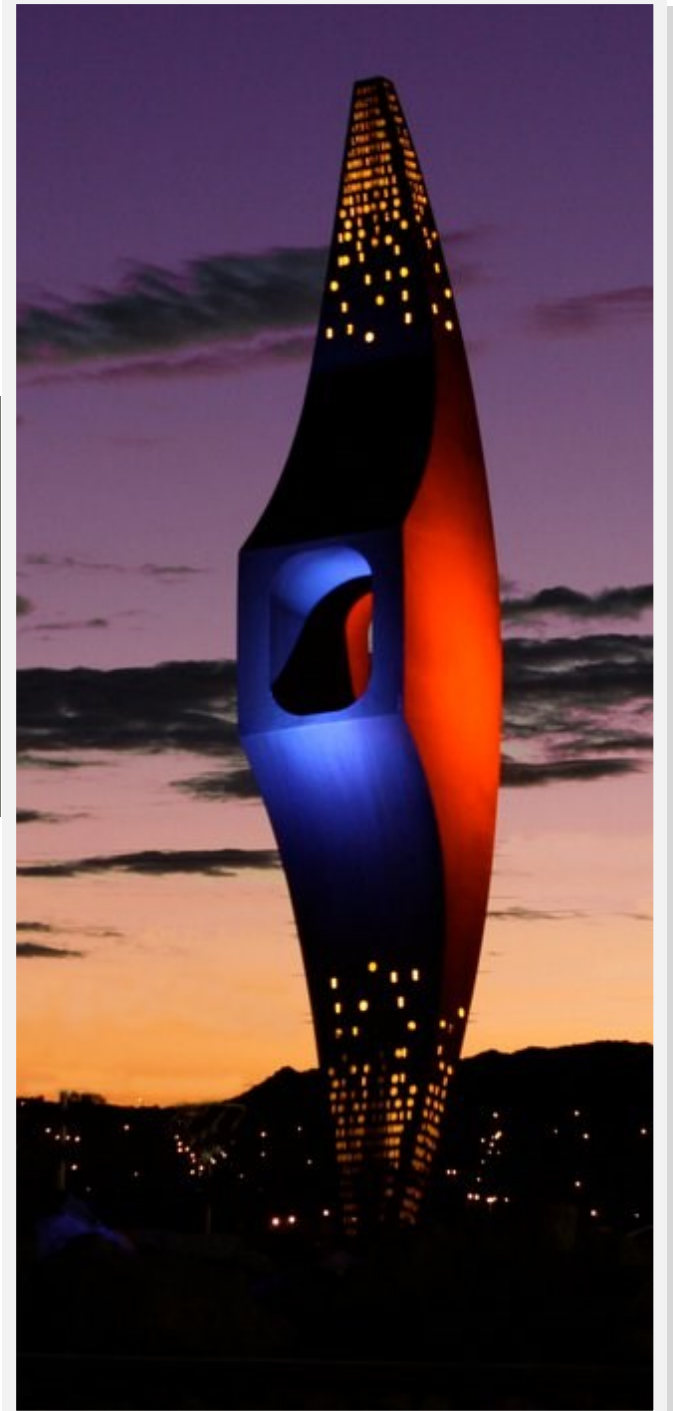


# Secret Shopper Results

University Food Services  
Starbucks

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	0	0%
Quiznos	0	0%
Starbucks (Chemistry and Computer Science Building)	4	100%
Total	4	100%
Answered Question	4	
Skipped Question	0	

Are you:		
Answer	Response	%
Male	3	75%
Female	1	25%
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.	4	100%	0	0%	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?).	3	75%	1	25%	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%	0	0%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.25

Thinking about your experience at this location, please rate University Food Services												
Question	Very Poor	%	Poor	%	Good		Very Good	%	I don't know	%	Response Count	Rating Average
Meeting your needs.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
The value for the price you pay.	0	0%	0	0%	3	75%	0	0%	1	25%	4	3.00
Variety.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.08

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. Continue to purchase food from the location you visited.	0	0%	0	0%	1	25%	3	75%	0	0%	4	3.75
	0	0%	0	0%	1	25%	3	75%	0	0%	4	3.75
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.75

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%	2	50%	2	50%	0	0%	4	3.50	
	Answered Question										4		
	Skipped Question										0		
	Overall Average											3.50	

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%	1	25%	3	75%	0	0%	4	3.75	
Maintaining a clean seating area.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50	
Easily finding the food/beverages that I want.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50	
	Answered Question										4		
	Skipped Question										0		
	Overall Average											3.44	

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

when I walked up to the counter I asked for an iced coffee and he said they we out of iced coffee. It would have been alright if he would have told me this after I was greeted. But he decided to tell me after i asked for it.

i like that are and where is located

The service is good, but there has to be more tables in the Chemistry building.

The location is good for a coffee shop and the atmosphere is relaxing

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										0		
	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	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.	1	25%	1	25%	1	25%	1	25%	0	0%	4	2.50
Friendly and helpful staff.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Professional appearance of the staff.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Being responsive to my questions and concerns.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Being receptive to my suggestions.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Offering or recommending something on the menu to complete my meal.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Answered Question											4	
Skipped Question											0	
Overall Average												3.29

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	3	75%
2-4 minutes	0	0%
4-6 minutes	1	25%
more than 6 minutes	0	0%
Total	4	100%
Answered Question	4	
Skipped Question	0	

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	1	50%
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	1	50%
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	





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%	2	100%	0	0%	0	0%	2	3.00
	Answered Question										2	
	Skipped Question										2	
	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%	0	0%	2	100%	0	0%	2	4.00
Attractiveness of merchandising display.	0	0%	0	0%	0	0%	2	100%	0	0%	2	4.00
Merchandising is clearly identified.	0	0%	0	0%	0	0%	2	100%	0	0%	2	4.00
	Answered Question										2	
	Skipped Question										2	
	Overall Average											4.00

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%	0	0%	2	100%	0	0%	2	4.00
Variety	0	0%	0	0%	0	0%	2	100%	0	0%	2	4.00
Appeal	0	0%	0	0%	0	0%	2	100%	0	0%	2	4.00
Value	0	0%	0	0%	0	0%	2	100%	0	0%	2	4.00
Answered Question											2	
Skipped Question											2	
Overall Average												4.00

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

do not remember

I dont remember

Please specify the food item you purchased at this location.

12 ounce frappaccino and a frosted lemen pound cake

Green Tea Late

Did you experienced any issues paying with you Miner Gold Card?		
Answer	Response	%
Yes	1	50%
No	1	50%
Total	2	100%
Answered Question	2	
Skipped Question	2	

**Yes**

at first they did not know if they took or were able to process miner gold cards.

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

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

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

N/A

I dont remember receiving 10% discount when paying. Thank you