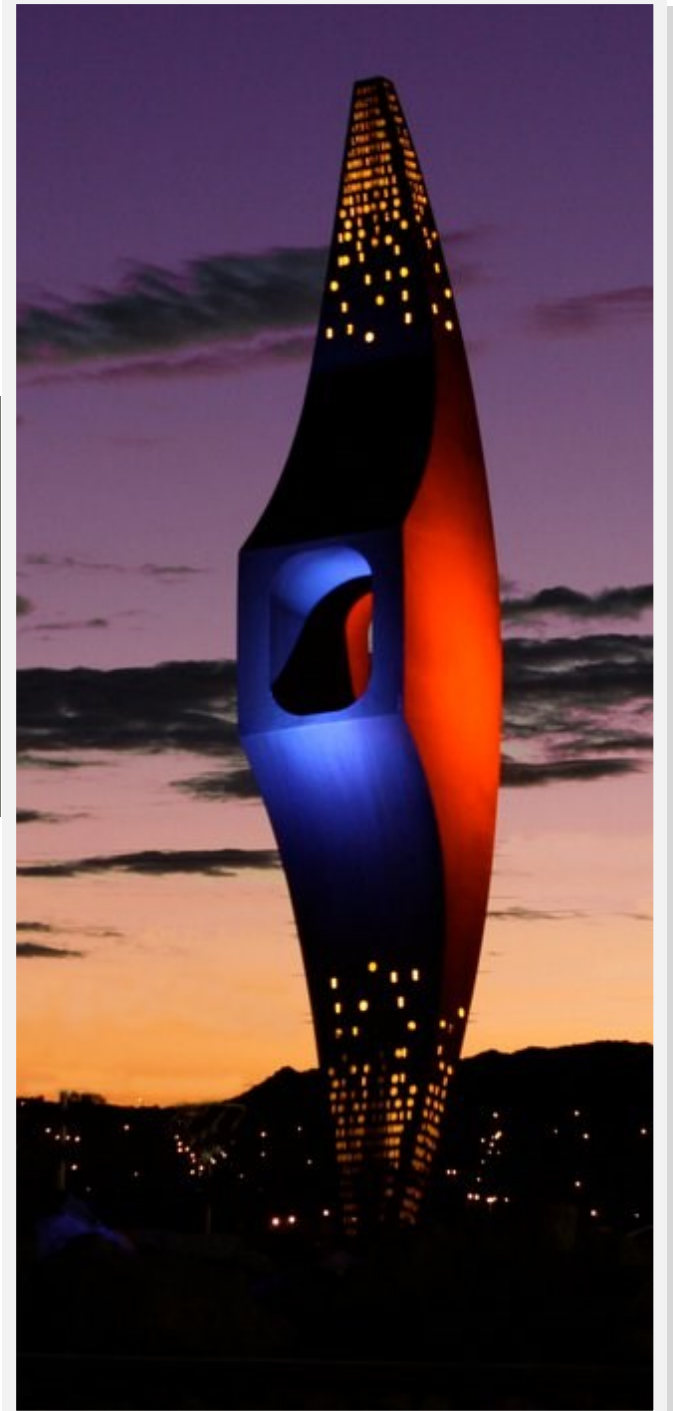


Secret Shopper Results

University Food Services
Delicious

Fall 2013



What venue were you assigned?		
Answer	Response	%
Chick-Fil-A	0	0%
Delicious	1	100%
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	1	100%
Answered Question	1	
Skipped Question	0	

Are you:		
Answer	Response	%
Male	1	100%
Female	0	0%
Total	1	100%
Answered Question	1	
Skipped Question	0	

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

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

Please rate the following:												
Answer	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%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											3.00

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%	1	100%	0	0%	0	0%	1	3
The value for the price you pay.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3
Variety.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.67

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%	1	100%	0	0%	0	0%	1	3.00
Continue to purchase food from the location you visited.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.50

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

Thinking about your experience with this location, please rate the dining area atmosphere in the following terms:													
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average	
Having convenient hours of operation.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3	
Maintaining a clean service area.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3	
Maintaining a clean seating area.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3	
Easily finding the food/beverages that I want.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3	
	Answered Question										1		
	Skipped Question										0		
	Overall Average											3.00	

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

The food was cold, I will only recommend that they heat up things before they serve them to customers. Things that are listed on the menu are not for sale!

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

Were you thanked after you paid?		
Answer	Response	%
Yes	0	0%
No	1	100%
Total	1	100%
Answered Question	1	
Skipped Question	0	

Thinking about your experience at this location, please rate the customer service in the following terms:												
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	100%	0	0%	0	0%	1	3.00
Friendly and helpful staff.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Professional appearance of the staff.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
Being responsive to my questions and concerns.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Being receptive to my suggestions.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
Offering or recommending something on the menu to complete my meal.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.50

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	1	100%
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	1	100%
Answered Question	1	
Skipped Question	0	

Thinking about your experience at this location, rate the quality of the food in the following terms:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Having an appealing presentation.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Being prepared with high quality fresh ingredients.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
Being served at the right temperature.	1	100%	0	0%	0	0%	0	0%	0	0%	1	1.00
Taste.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Portion size.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.40

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

Based on your experience at the location you visited , how would you rate the menu in the following terms:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Offering a variety of menu choices.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
Attractiveness of merchandising display.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
Merchandising is clearly identified.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.33

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%	1	100%	0	0%	0	0%	1	3.00
Variety	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
Appeal	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Value	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											2.75

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

I don't remember

Please specify the food item you purchased at this location.

Breakfast Burrito

Did you experienced any issues paying with you Miner Gold Card?

Answer	Response	%
Yes	0	0%
No	1	100%
Total	1	100%
Answered Question	1	
Skipped Question	0	

Yes

I forgot it at home and I had to pay with cash

I couldnt pay even vfor a part of it cause the system wouldnt let the employee separate the bills

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

Answer	Response	%
Yes	0	0%
No	1	100%
Total	1	100%
Answered Question	1	
Skipped Question	0	

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

I did not use the miner gold card for this purchase