

Secret Shopper Results

University Food Services
Overall

Fall 2013



What venue were you assigned?		
Answer	Response	%
Chick-Fil-A	2	9%
Delicious	1	4%
Einstein's Bros. Bagels	4	17%
Garden Gourmet	0	0%
Jamba Juice/ Starbucks Union	4	17%
Jazzman's	1	4%
Mein Bowl	1	4%
Pizza Hut	5	22%
Quiznos	1	4%
Starbucks (Chemistry and Computer Science Building)	4	17%
Total	23	100%
Answered Question	23	
Skipped Question	0	

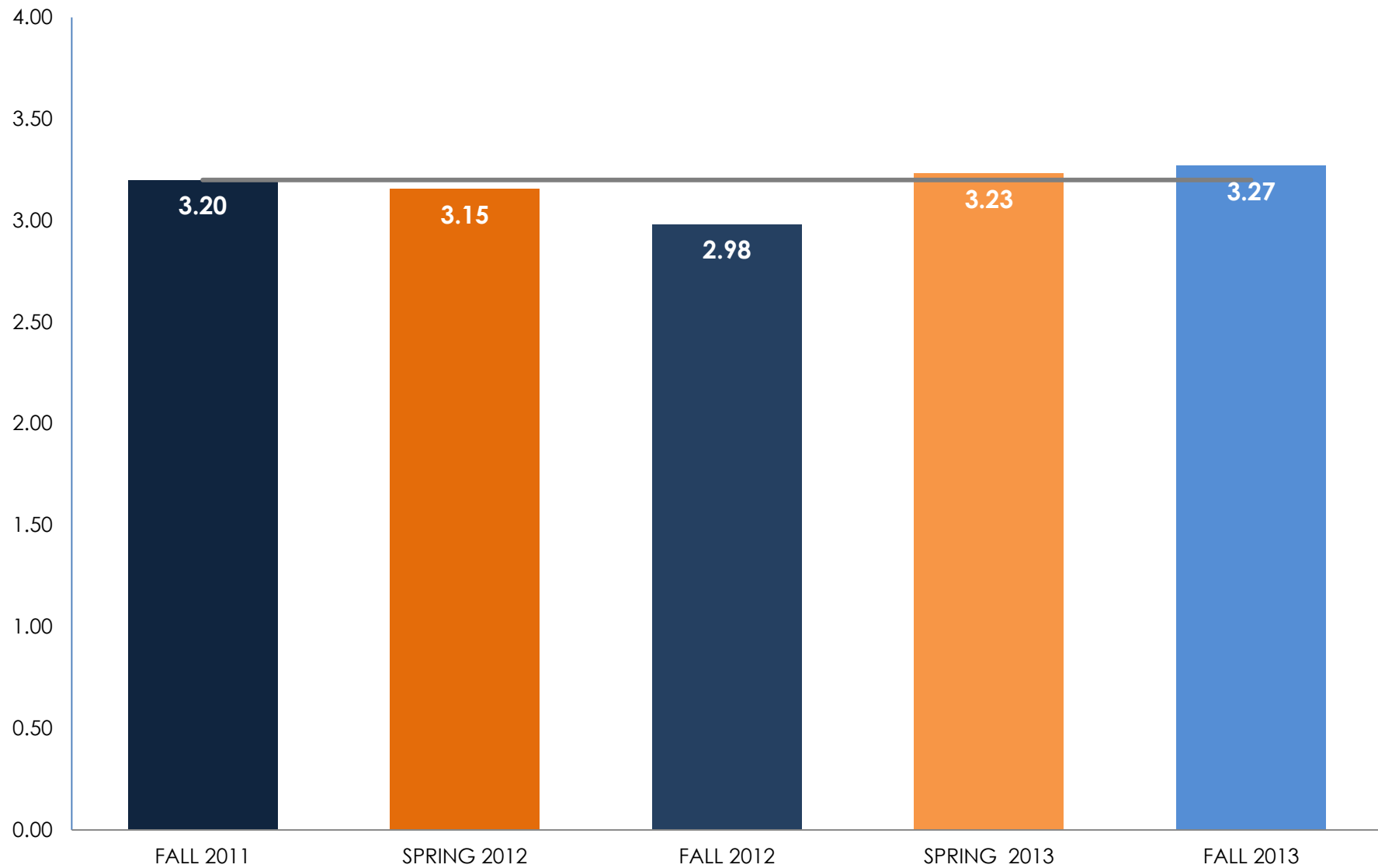
Are you:		
Answer	Response	%
Male	6	26%
Female	17	74%
Total	23	100%
Answered Question	23	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	20	87%
Sophomore	1	4%
Junior	0	0%
Senior	2	9%
Graduate	0	0%
Total	23	100%
Answered Question	23	
Skipped Question	0	

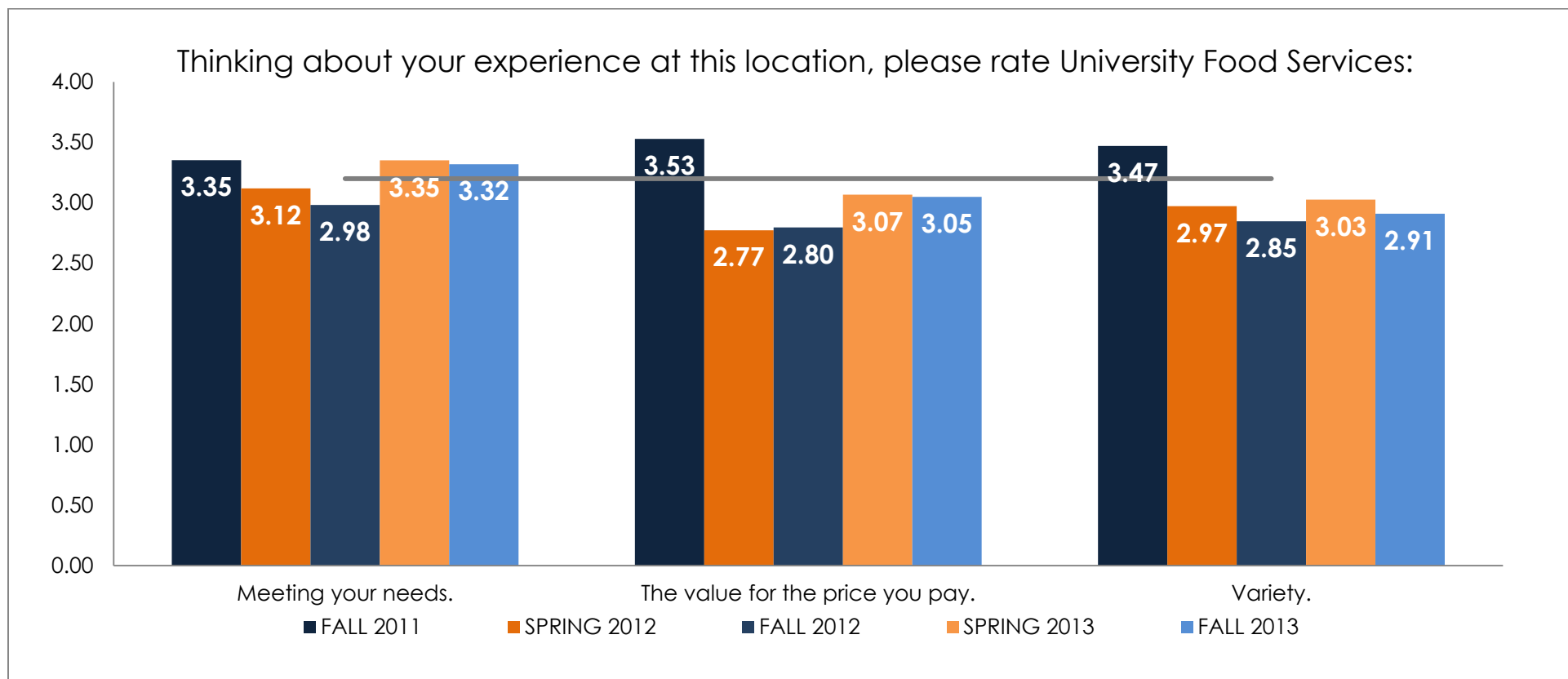
Please answer the following:					
Question	Yes	%	No	%	Responses
The associate made eye contact when I approached him/her	22	100%	0	0%	22
The associate smiled when I approached him/her	18	82%	4	18%	22
I was greeted by the associate	17	77%	5	23%	22
The associate wore a name tag	19	86%	3	14%	22
The associate asked follow up questions (ex. What else can I help you with?)	18	82%	4	18%	22
The associate thanked me after completing the transaction.	16	73%	6	27%	22
	Answered Question			100%	22
	Skipped Question				1

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%	2	9%	12	55%	8	36%	0	0%	22	3.27
	Answered Question										22	
	Skipped Question										1	
	Overall Average											3.27

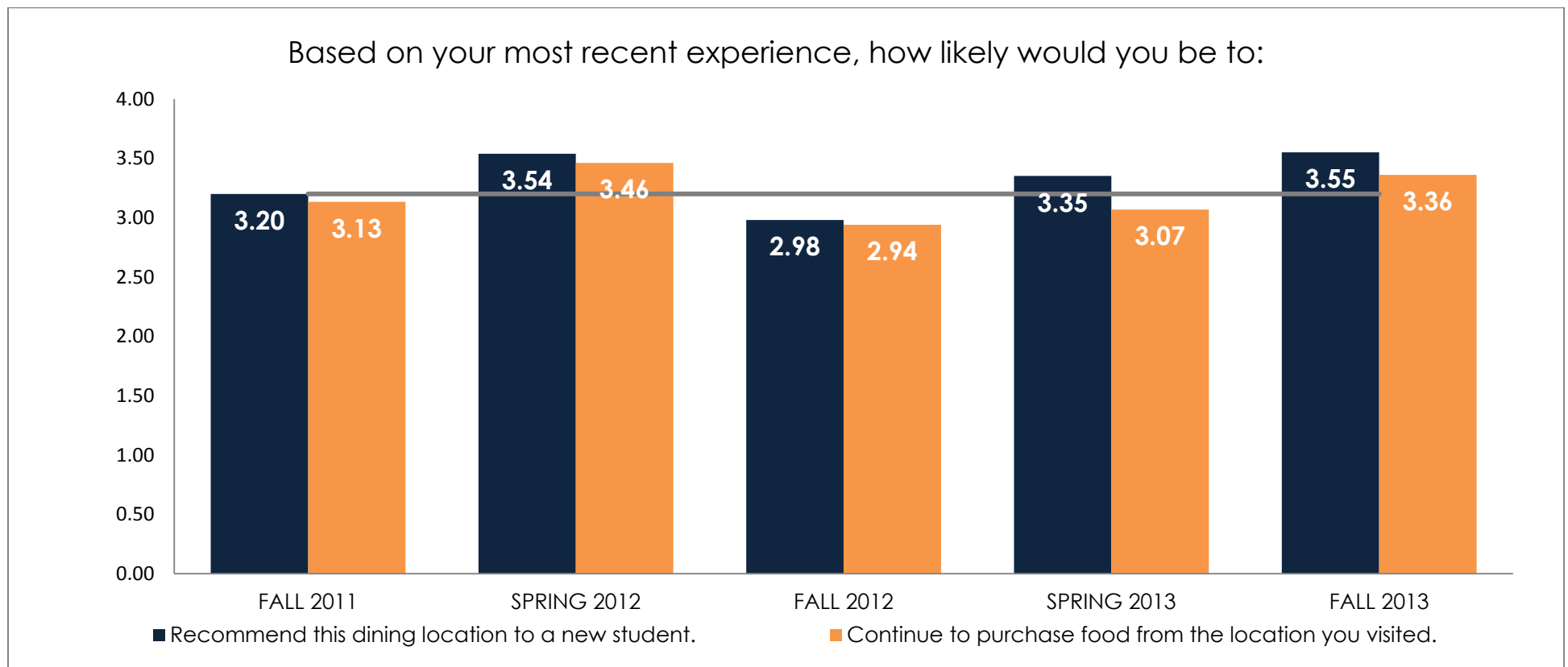
Thinking about your experience with UTEP Food Services, please rate your overall satisfaction.



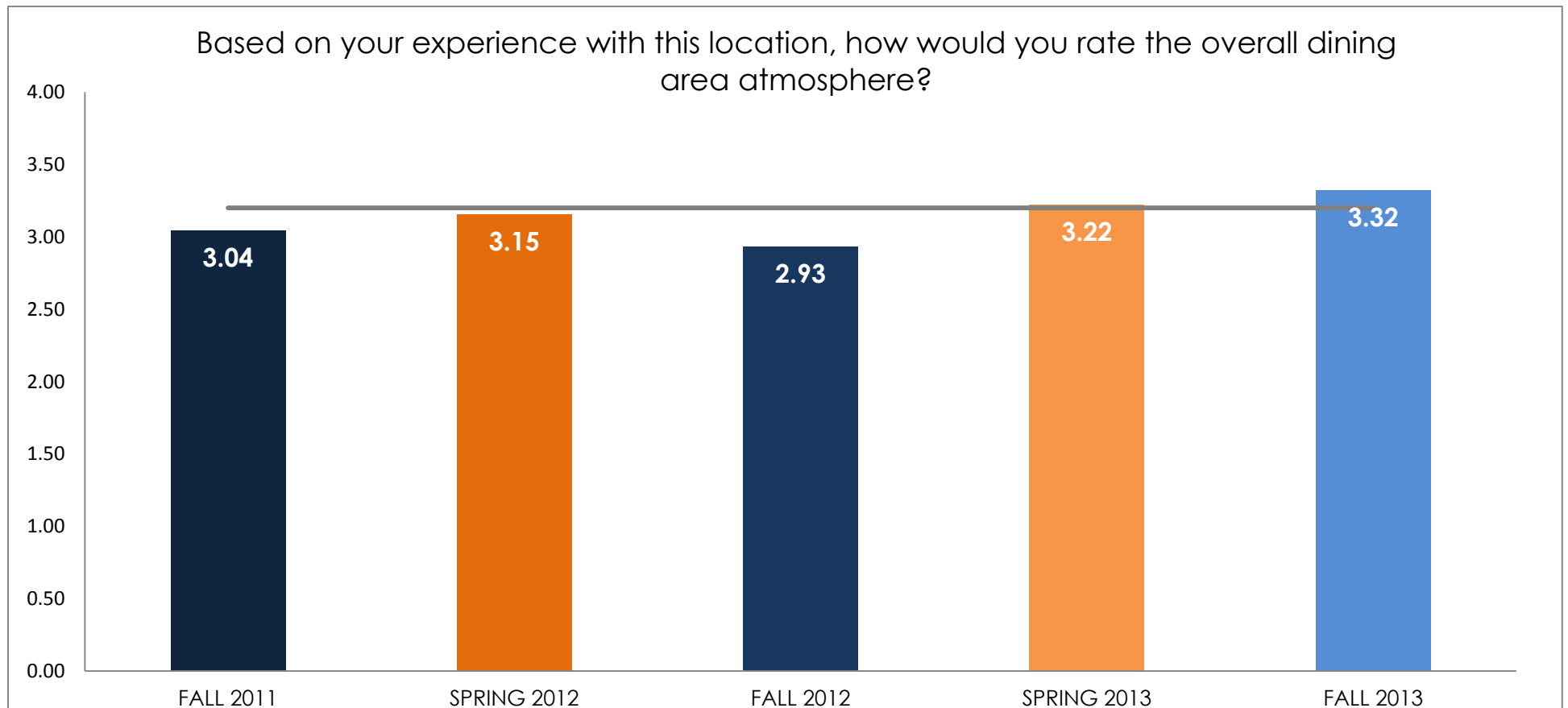
Thinking about your experience at this location, please rate University Food Services												
Question	Very Poor	%	Poor	%	Good		Very Good	%	I don't know	%	Response Count	Rating Average
Meeting your needs.	0	0%	1	5%	13	59%	8	36%	0	0%	22	3.32
The value for the price you pay.	0	0%	2	9%	16	73%	3	14%	1	5%	22	3.05
Variety.	0	0%	6	27%	12	55%	4	18%	0	0%	22	2.91
	Answered Question										22	
	Skipped Question										1	
	Overall Average											3.09



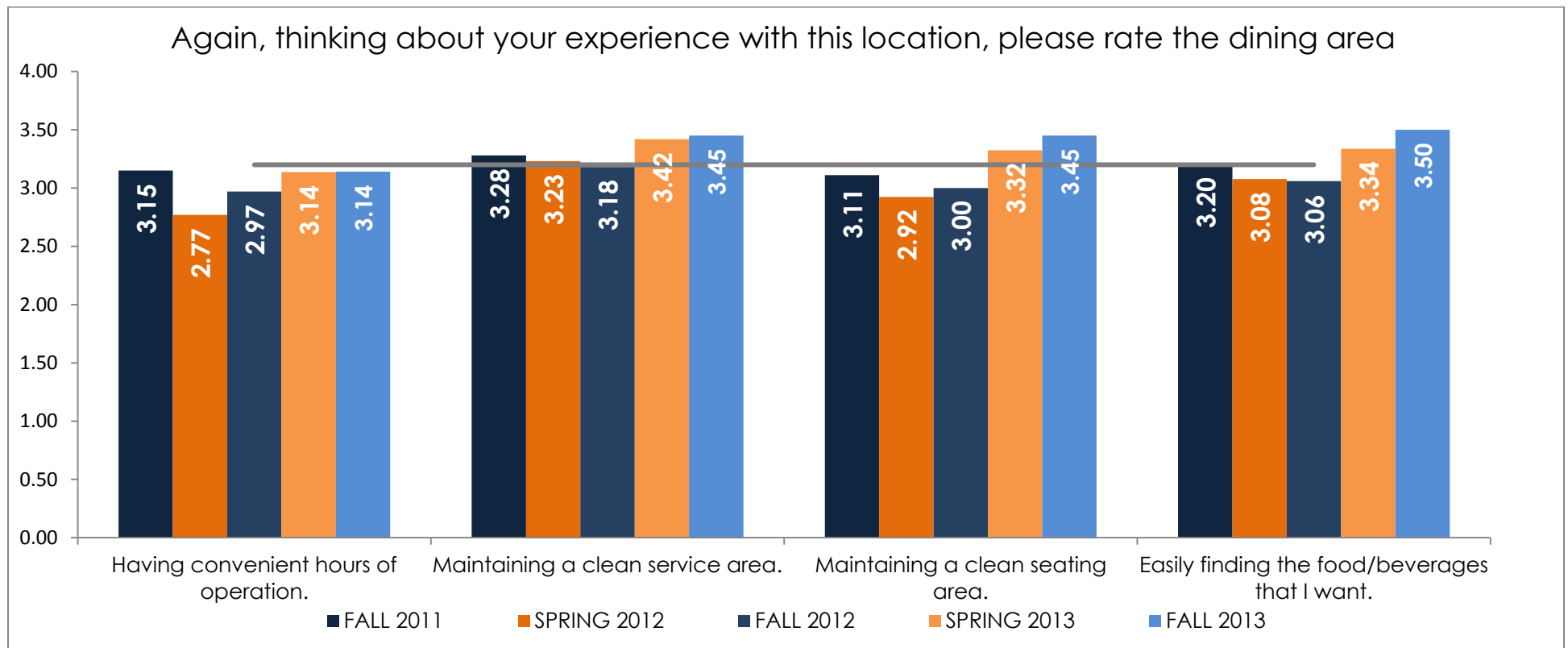
Based on your most recent experience, how likely would you be to:												
Question	Unlikely	%	Somewhat Unlikely	%	Somewhat Likely	%	Likely	%	I don't know	%	Response Count	Rating Average
Recommend this dining location to a new student. Continue to purchase food from the location you visited.	0	0%	1	5%	8	36%	13	59%	0	0%	22	3.55
	0	0%	2	9%	10	45%	10	45%	0	0%	22	3.36
Answered Question											22	
Skipped Question											1	
Overall Average												3.45



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	5%	13	59%	8	36%	0	0%	22	3.32	
	Answered Question										22		
	Skipped Question										1		
	Overall Average											3.32	



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%	4	18%	11	50%	7	32%	0	0%	22	3.14
Maintaining a clean service area.	0	0%	0	0%	12	55%	10	45%	0	0%	22	3.45
Maintaining a clean seating area.	0	0%	1	5%	10	45%	11	50%	0	0%	22	3.45
Easily finding the food/beverages that I want.	0	0%	1	5%	9	41%	12	55%	0	0%	22	3.50
	Answered Question										22	
	Skipped Question										1	
	Overall Average											3.39



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

The service is good and so is the food

N/A

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.

the food was good !

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

may need more seating/tables

none

possibly not enough tables/chairs

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

Everything was clean and everyone was nice. My only complaint is that I wish they were opened a little longer, but this I can live without.

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!

i like that are and where is located

i dont like the chairs are uncomfortable

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

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

The schedule could work with some changes

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

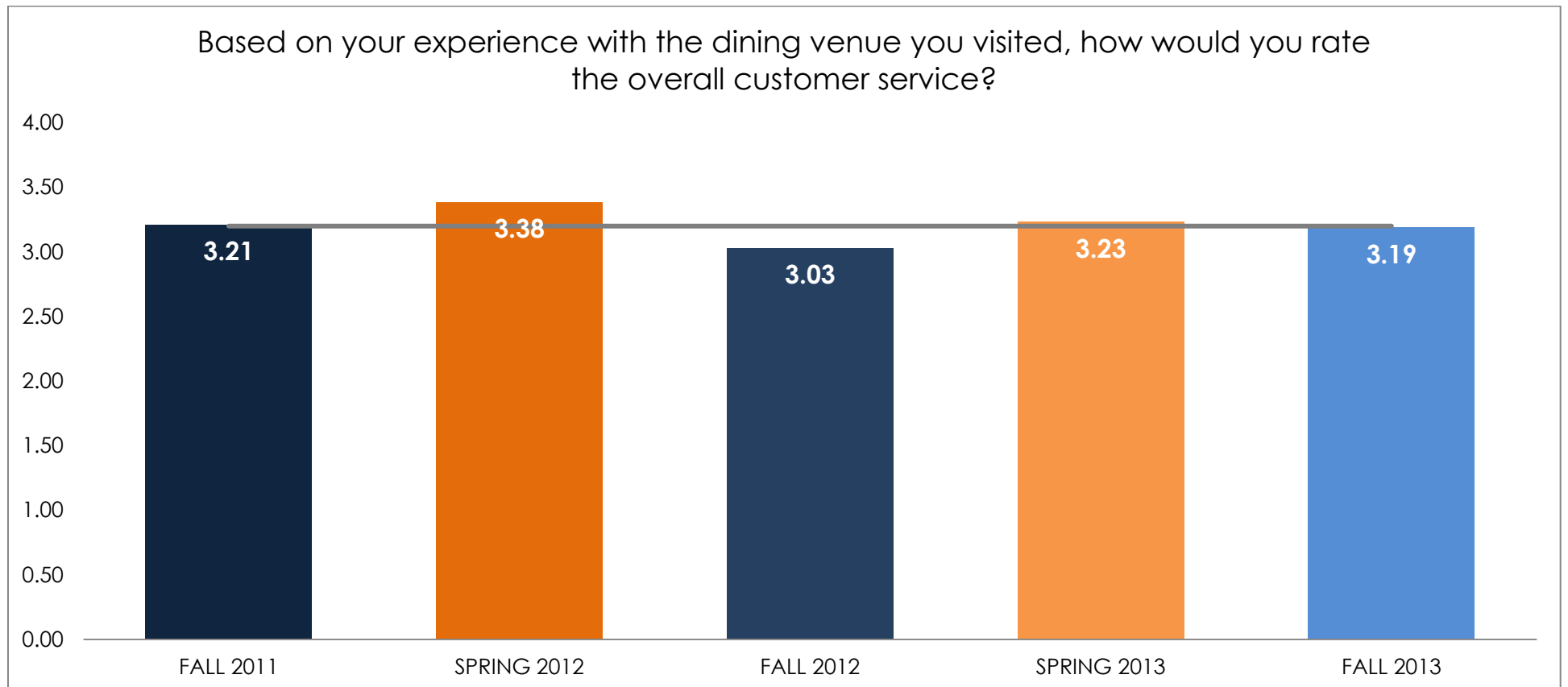
They did not approach me when I walked up to the counter. They talked to me after I approached THEM. Very Dissapointed.

It was a ery nice experience...but the wait time to get to the counter was a little longer than is necessary to either get my food and have enough time to enjoy it before the next class!

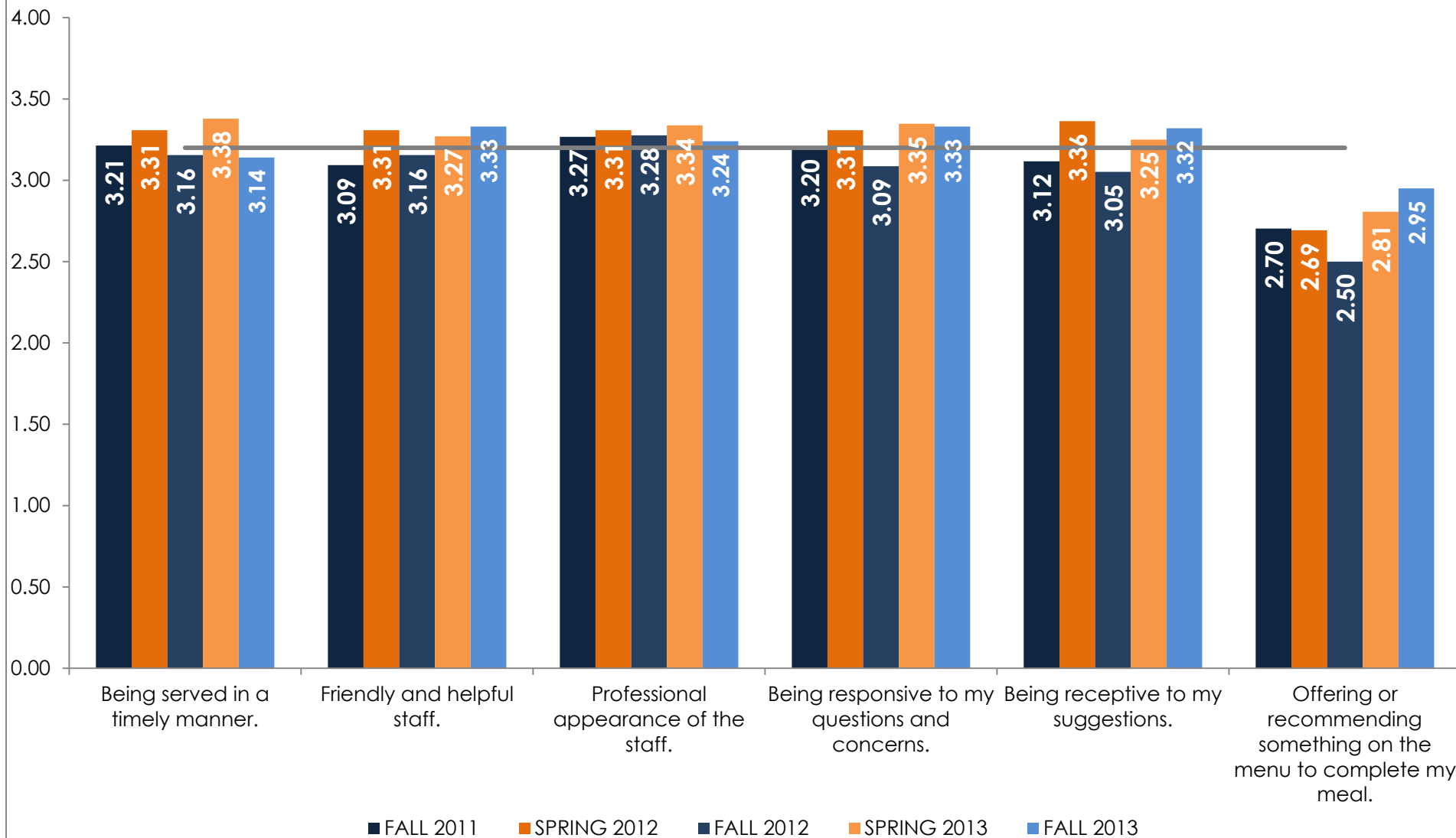
The location is good for a coffee shop and the atmosphere is relaxing

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%	1	5%	15	71%	5	24%	0	0%	21	3.19
	Answered Question										21	
	Skipped Question										2	
	Overall Average											3.19



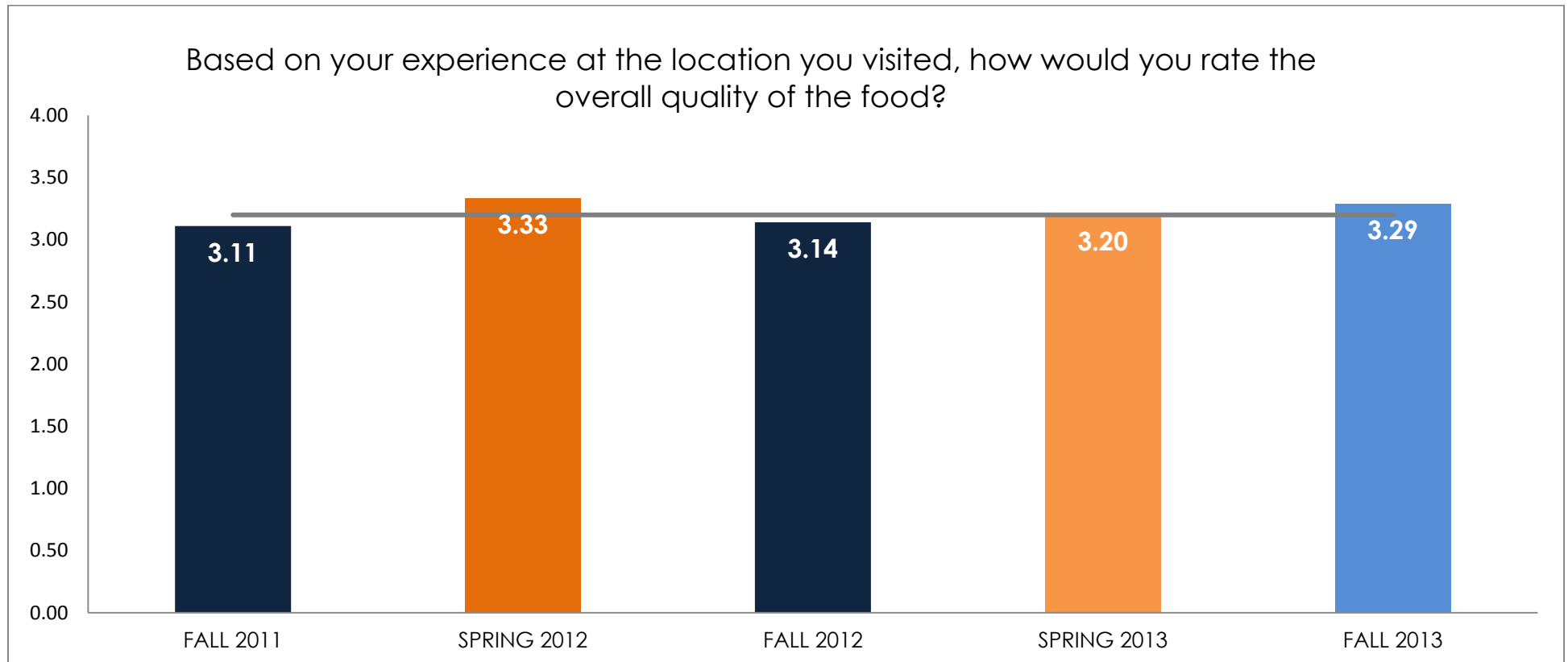
Thinking about your experience at this location, please rate the customer service in terms of the following:



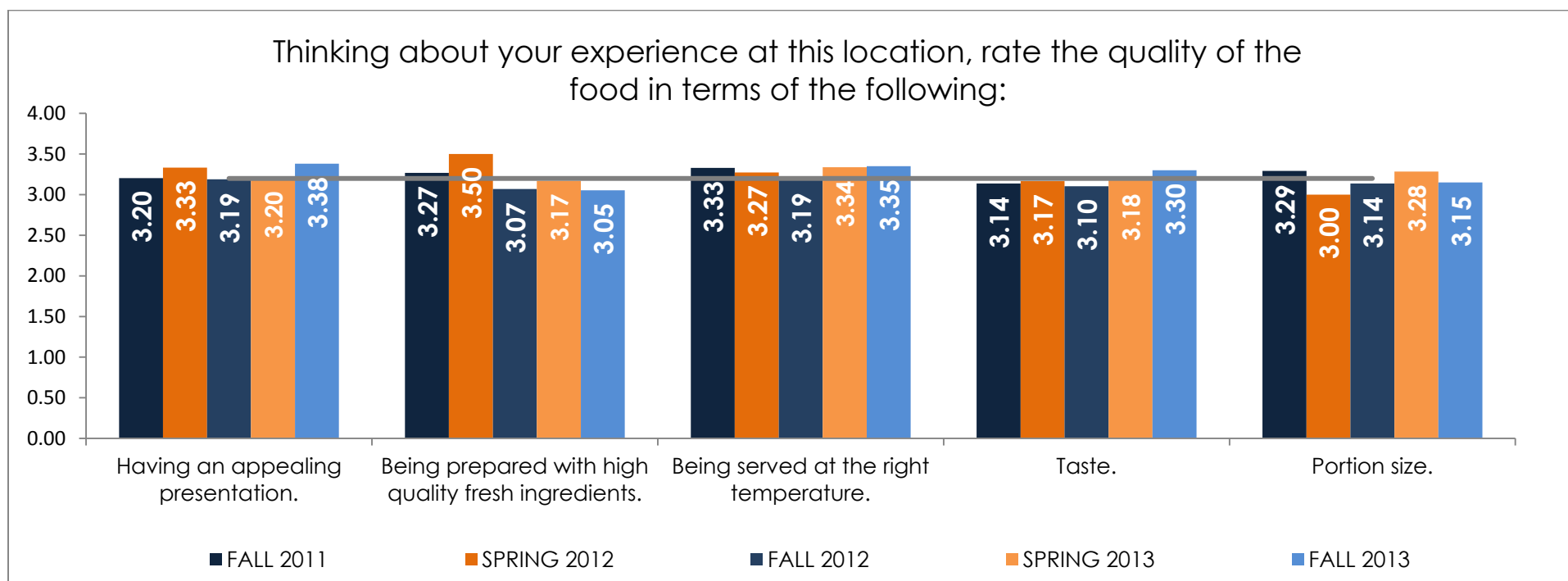
What was the time of your visit?		
Answer	Response	%
5:00-6:00 AM	0	0%
6:00-7:00 AM	0	0%
7:00-8:00 AM	0	0%
8:00-9:00 AM	0	0%
9:00-10:00 AM	1	10%
10:00-11:00 AM	2	20%
11:00 AM-12:00 PM	3	30%
12:00-1:00 PM	0	0%
1:00-2:00 PM	2	20%
2:00-3:00 PM	1	10%
3:00-4:00 PM	0	0%
4:00-5:00 PM	1	10%
5:00-6:00 PM	0	0%
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	10	100%
Answered Question	10	
Skipped Question	13	

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	2	10%
1-2 minutes	8	38%
2-4 minutes	4	19%
4-6 minutes	6	29%
more than 6 minutes	1	5%
Total	21	100%
Answered Question	21	
Skipped Question	2	

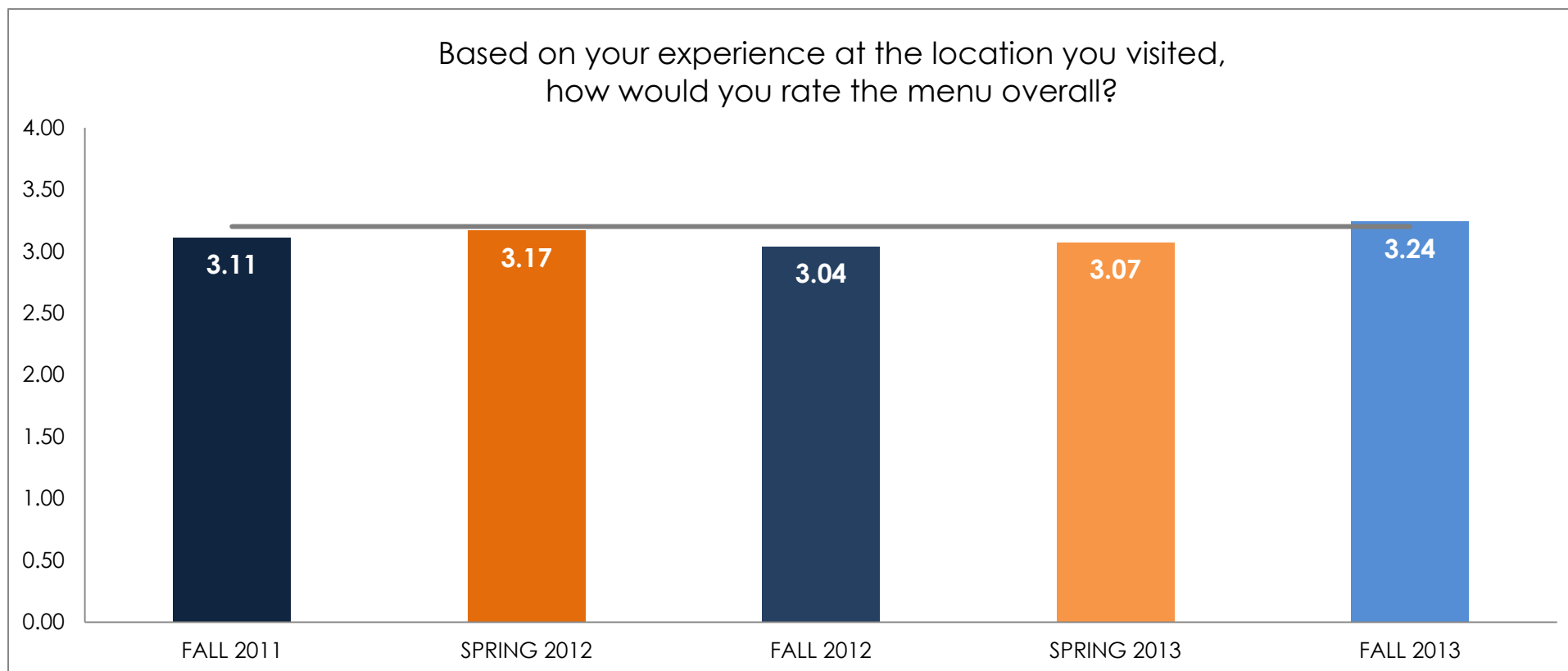
Please rate the following:													
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average	
Based on your experience at the location you visited, how would you rate the overall quality of the food?	0	0%	0	0%	15	71%	6	29%	0	0%	21	3.29	
	Answered Question										21		
	Skipped Question										2		
	Overall Average											3.29	



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%	2	10%	9	43%	10	48%	0	0%	21	3.38
Being prepared with high quality fresh ingredients.	0	0%	2	10%	14	67%	3	14%	2	10%	21	3.05
Being served at the right temperature.	1	5%	0	0%	10	48%	9	43%	1	5%	21	3.35
Taste.	1	5%	0	0%	11	52%	8	38%	1	5%	21	3.30
Portion size.	0	0%	2	10%	13	62%	5	24%	1	5%	21	3.15
Answered Question											21	
Skipped Question											2	
Overall Average												3.25



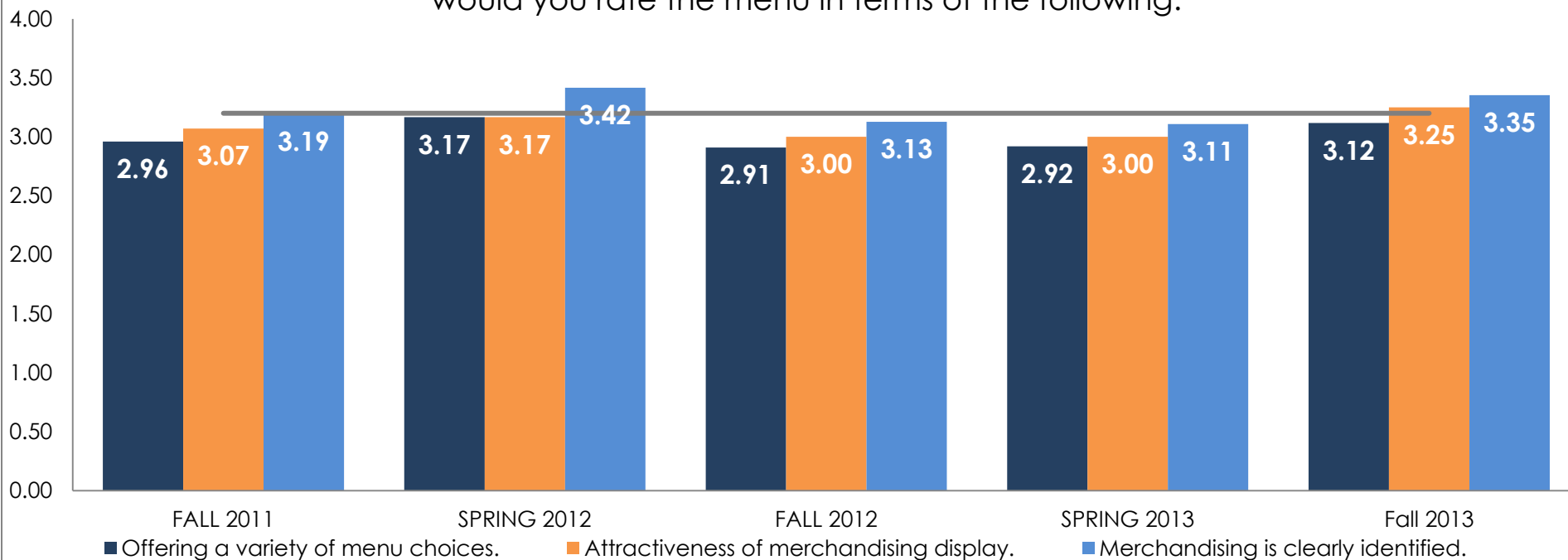
Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Based on your experience at the location you visited, how would you rate the menu overall?	0	0%	1	6%	11	65%	5	29%	0	0%	17	3.24
	Answered Question										17	
	Skipped Question										6	
	Overall Average											3.24



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%	3	18%	9	53%	5	29%	0	0%	17	3.12
Attractiveness of merchandising display.	0	0%	2	12%	8	47%	6	35%	1	6%	17	3.25
Merchandising is clearly identified.	0	0%	0	0%	11	65%	6	35%	0	0%	17	3.35
Answered Question											17	
Skipped Question											6	
Overall Average												3.24

Based on your experience at the location you visited , how would you rate the menu in terms of the following:



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	6%	11	65%	5	29%	0	0%	17	3.24
Variety	0	0%	2	12%	9	53%	6	35%	0	0%	17	3.24
Appeal	0	0%	0	0%	11	65%	6	35%	0	0%	17	3.35
Value	0	0%	2	12%	10	59%	5	29%	0	0%	17	3.18
Answered Question											17	
Skipped Question											6	
Overall Average												3.25

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

I do not remember

I dont remember

I do not remember

No name tag

I don't remember

Can't remember

n/a

i dont know

I dont know

Cant remember.

Luis

do not remember

Adan

I dont remember

n/a

i do not remember

I dont remember.

Please specify the food item you purchased at this location.

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

Green Tea Late

Strawberry Smoothie

Chicken Ranch Sandwich

Sweet & Sour Chicken Beef & Broccoli, and fried rice

Strawberry banana smoothie

personal peperoni pizza and bread sticks

a pizza

piece of cake

Personal Pan Pizza

I purchased a 4 piece chicken strip combo

12 ounce frappaccino and a frosted lemen pound cake

Coffee

Breakfast Burrito

pizza bagel and cookie

coffee

A pizza and a drink.

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

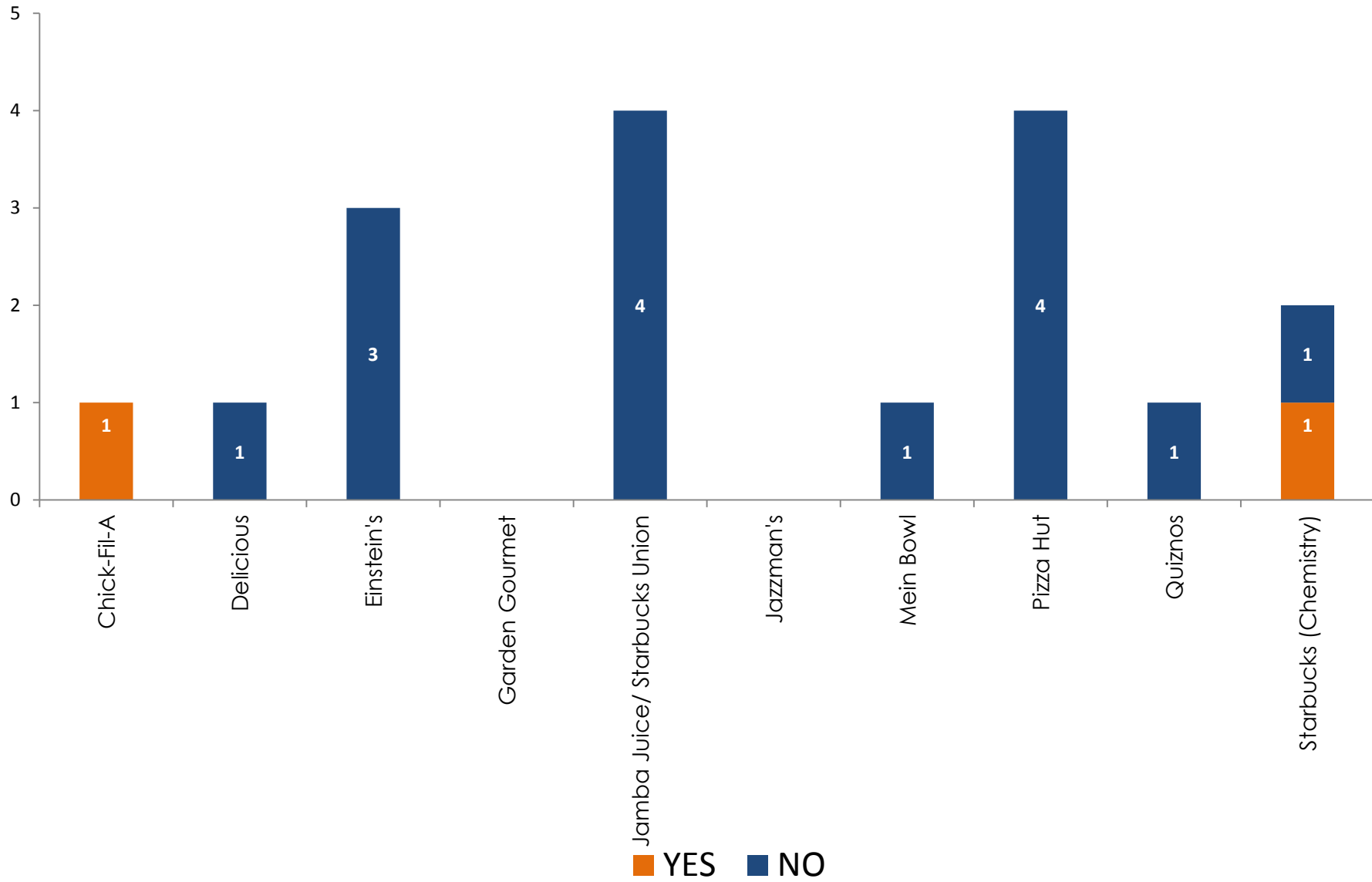
Answer	Response	%
Yes	2	12%
No	15	88%
Total	17	100%
Answered Question	17	
Skipped Question	6	

Yes

There was no money in my card.

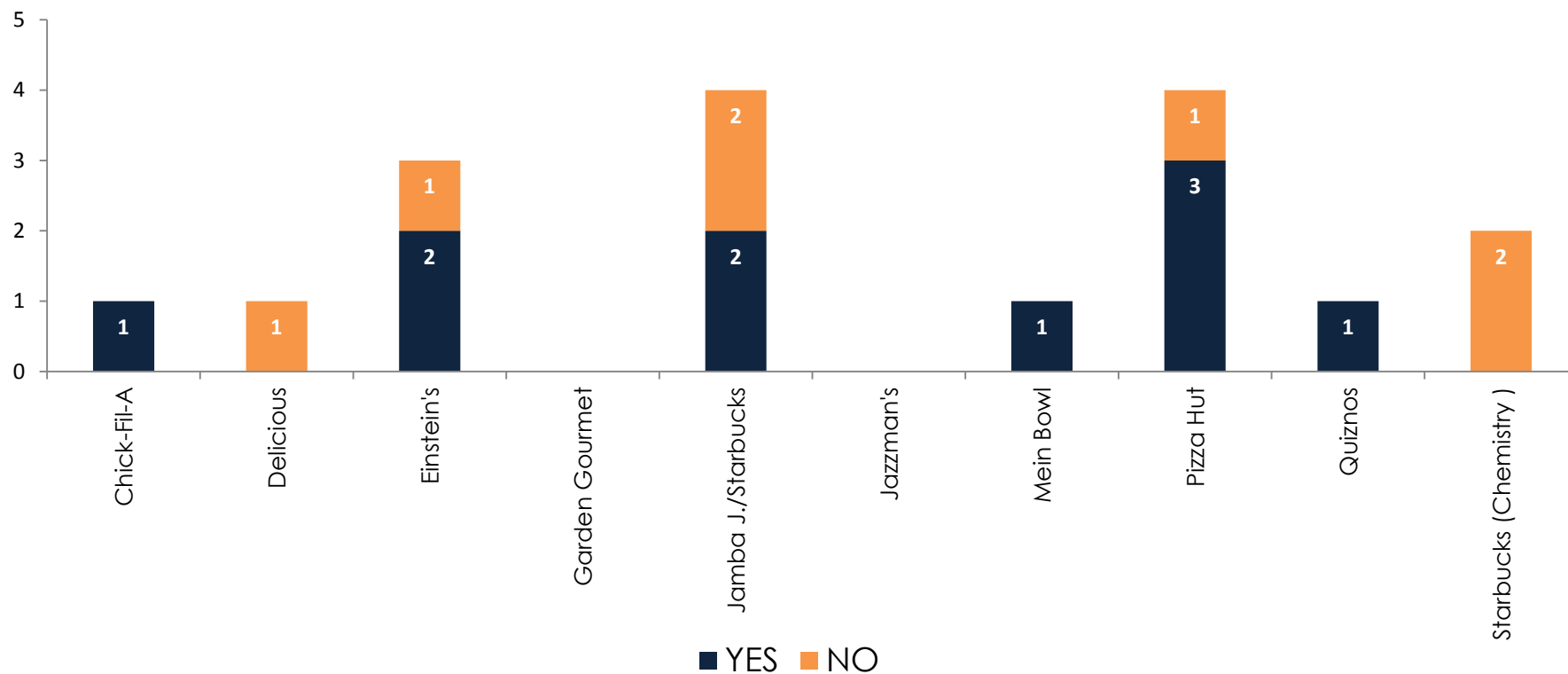
at first they did not know if they took or were able to process miner gold cards.

Did you experience any issues paying with your Miner Gold Card?



Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?		
Answer	Response	%
Yes	10	59%
No	7	41%
Total	17	100%
Answered Question	17	
Skipped Question	6	

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



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

Nothing

i dont like the taste of the mexican food

it was a good service

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

The employers were okay, could have been nicer.

N/A

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

Maybe they can consider putting up a sign of a schedule of what will be served, since it seems to change from day to day.

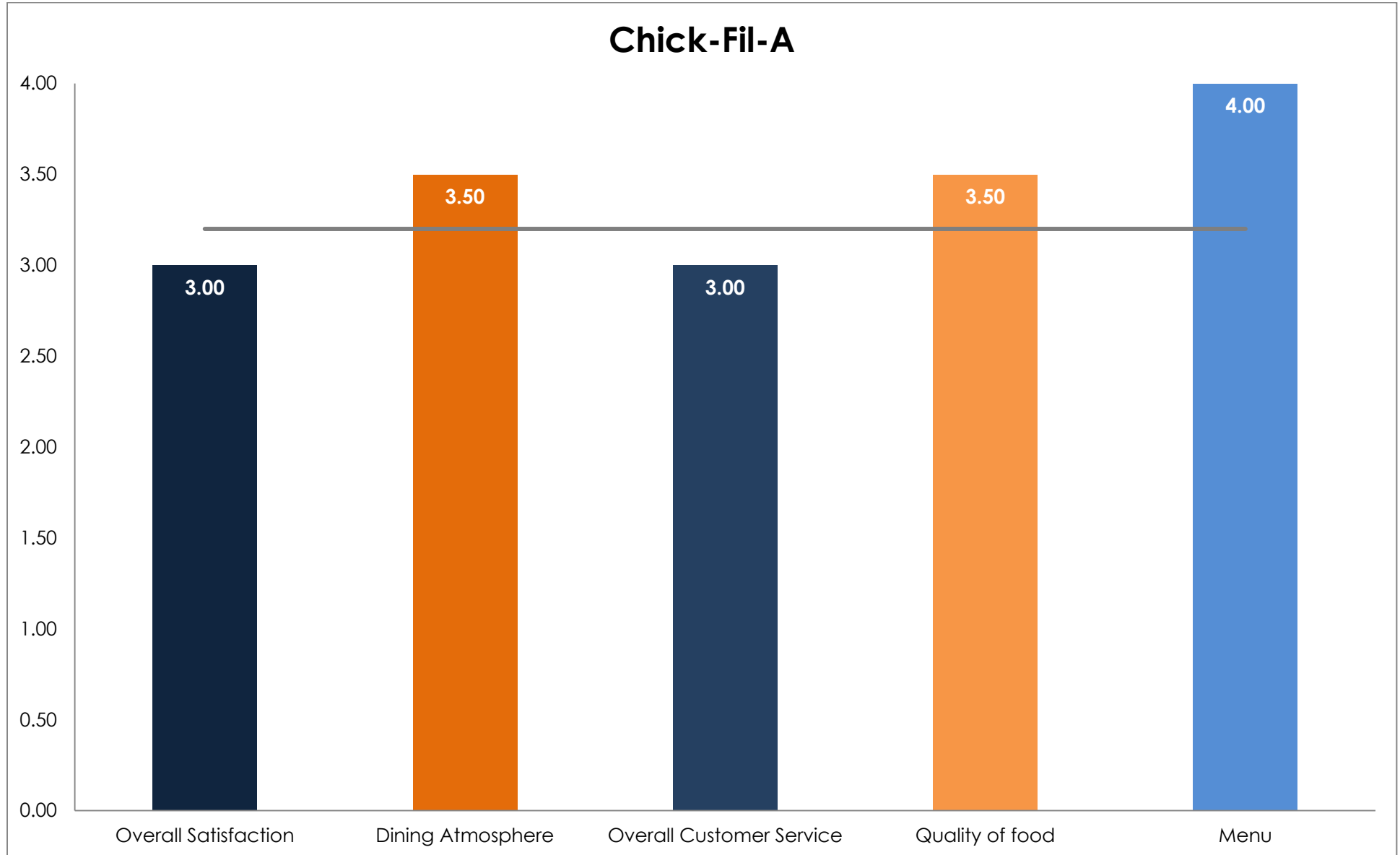
I did not use the miner gold card for this purchase

n/a

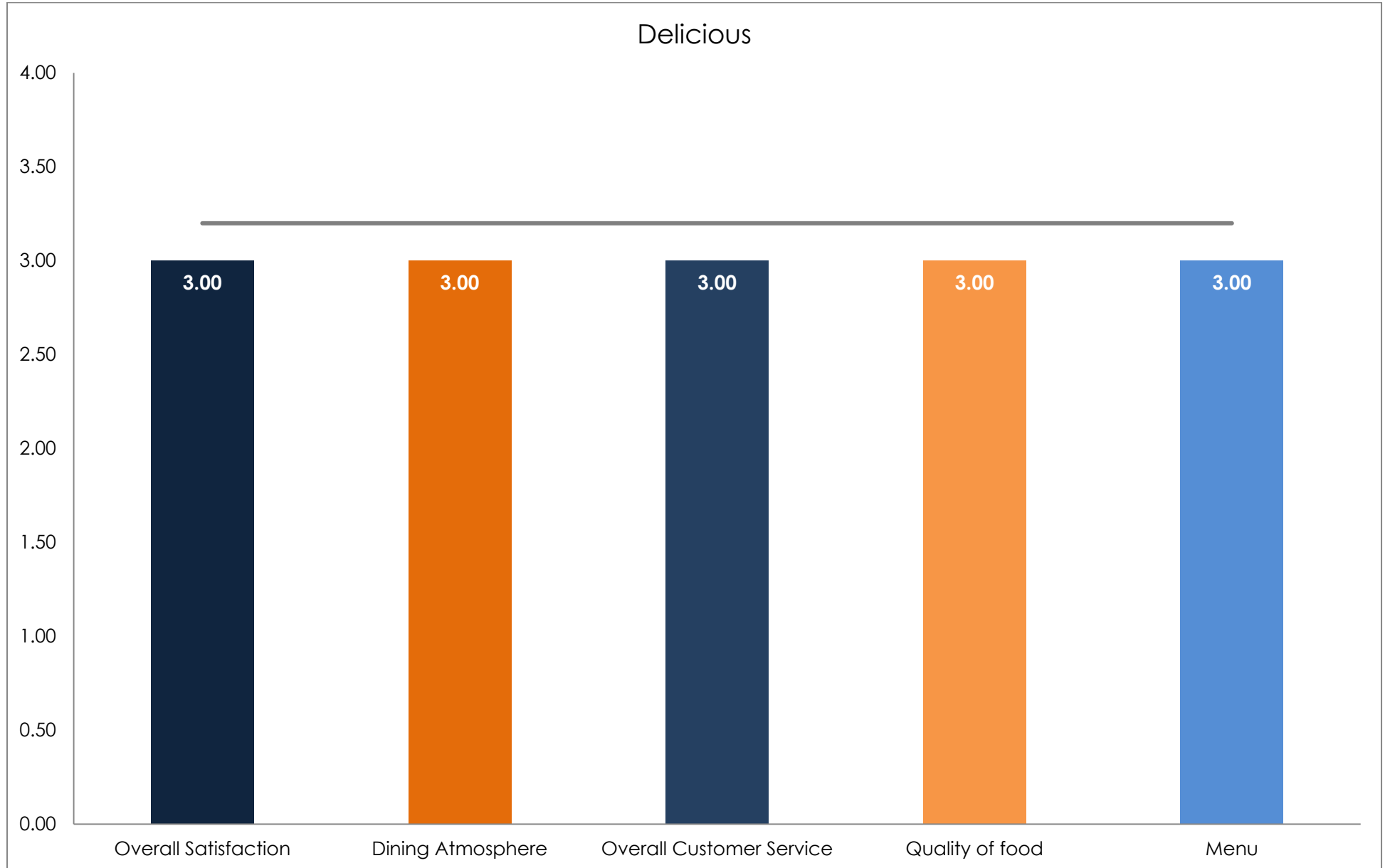
none

I was content with my overall purchase.

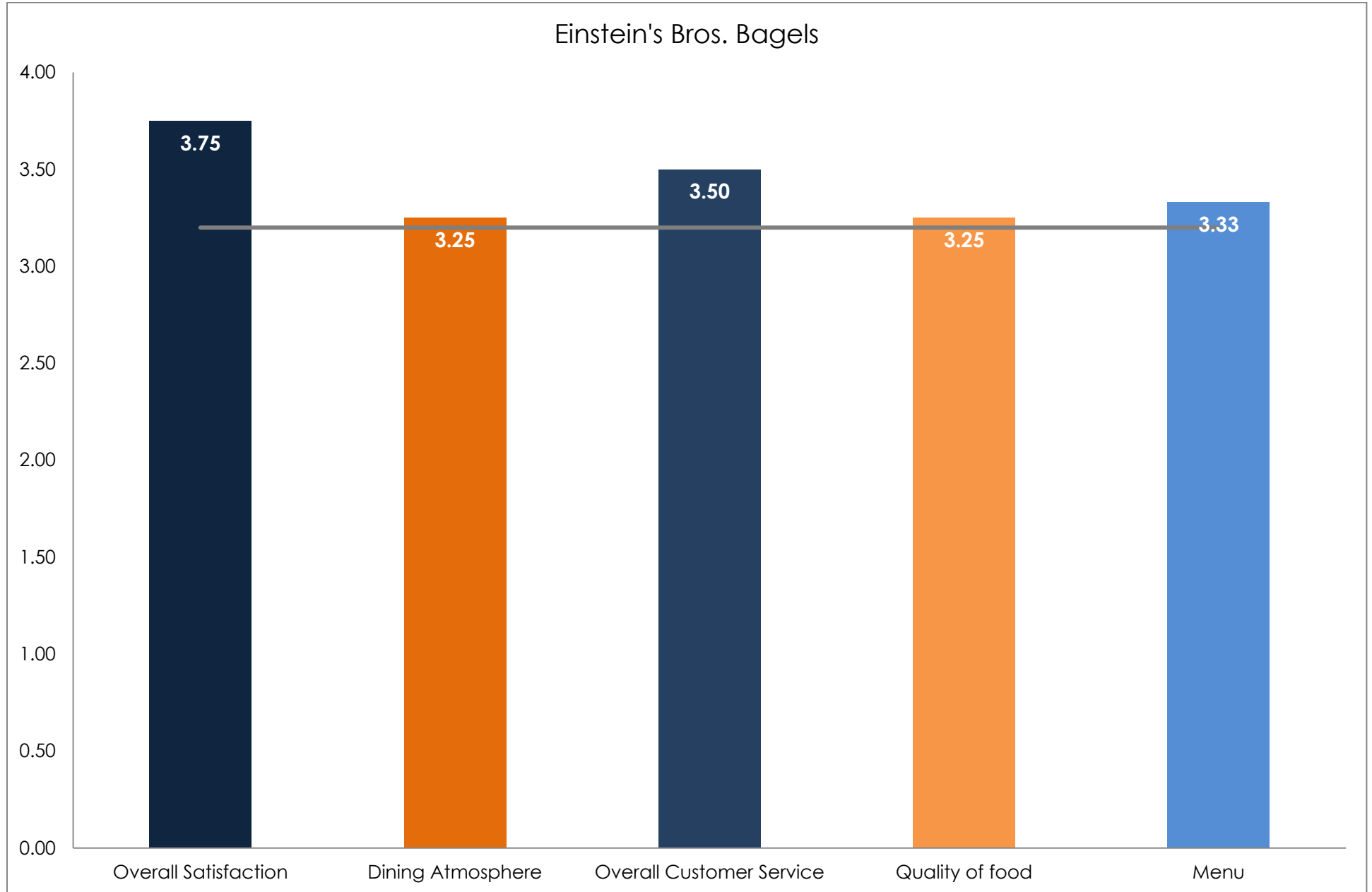
Chick-Fil-A



Delicious

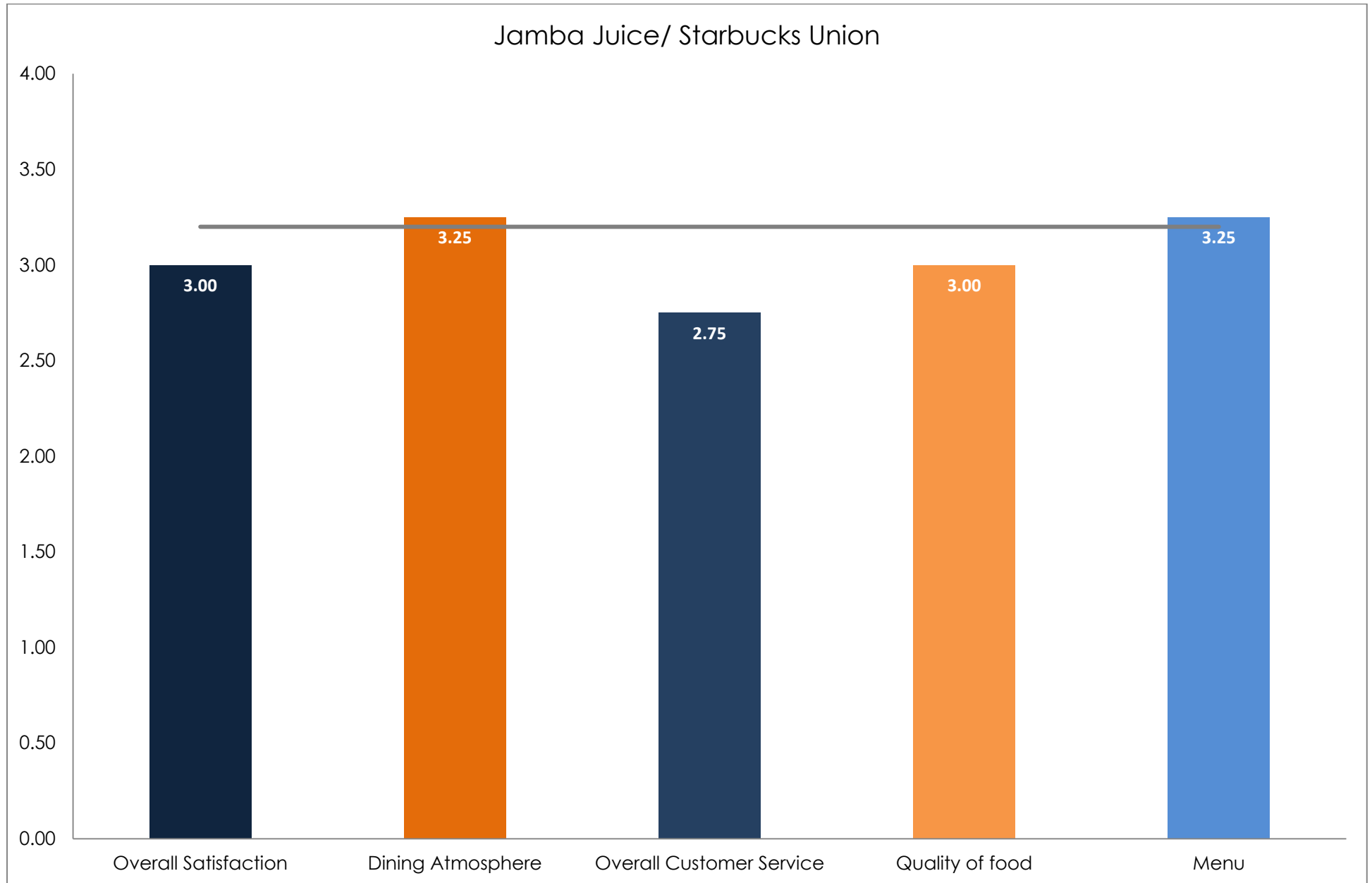


Einstein's Bros. Bagels

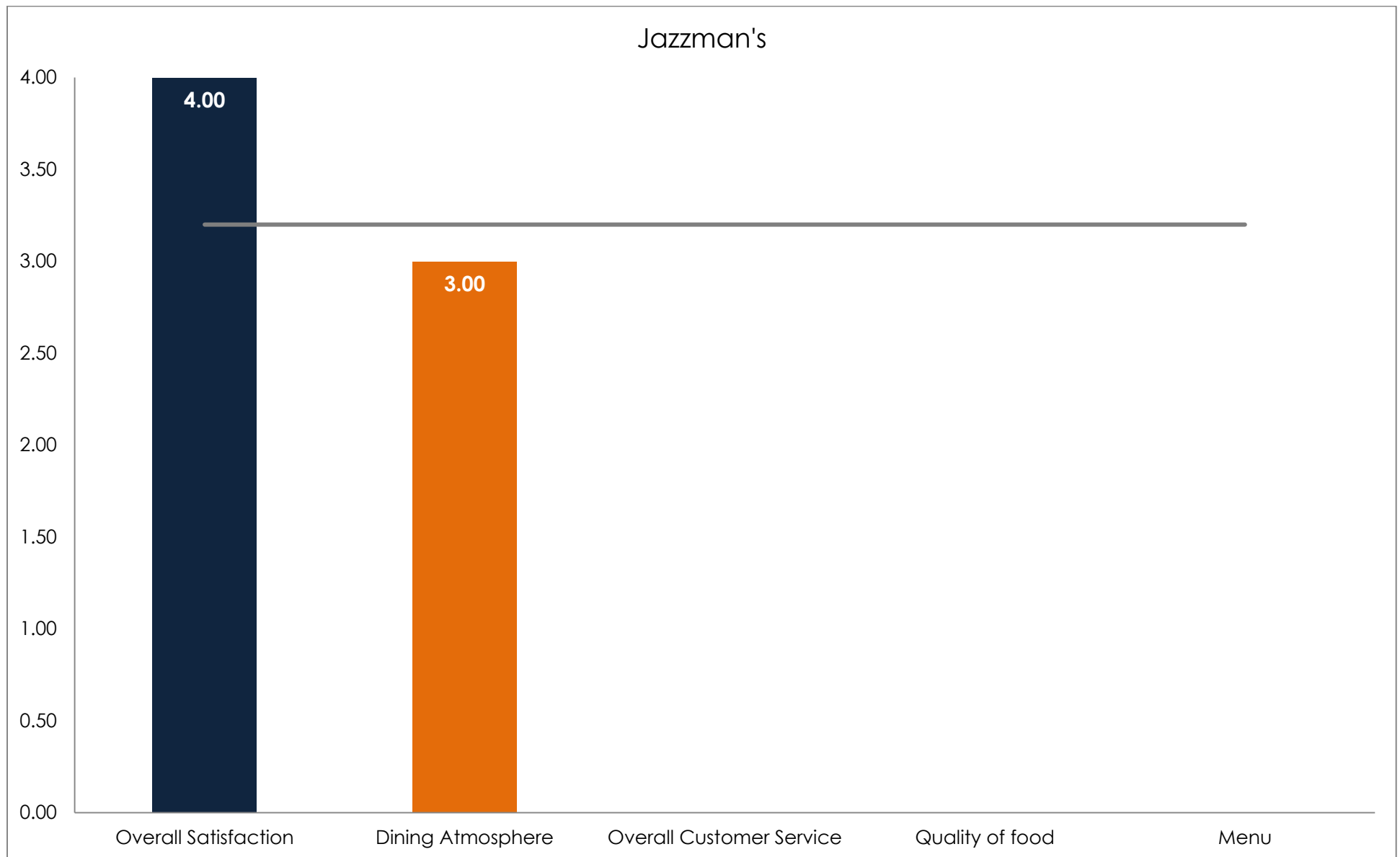


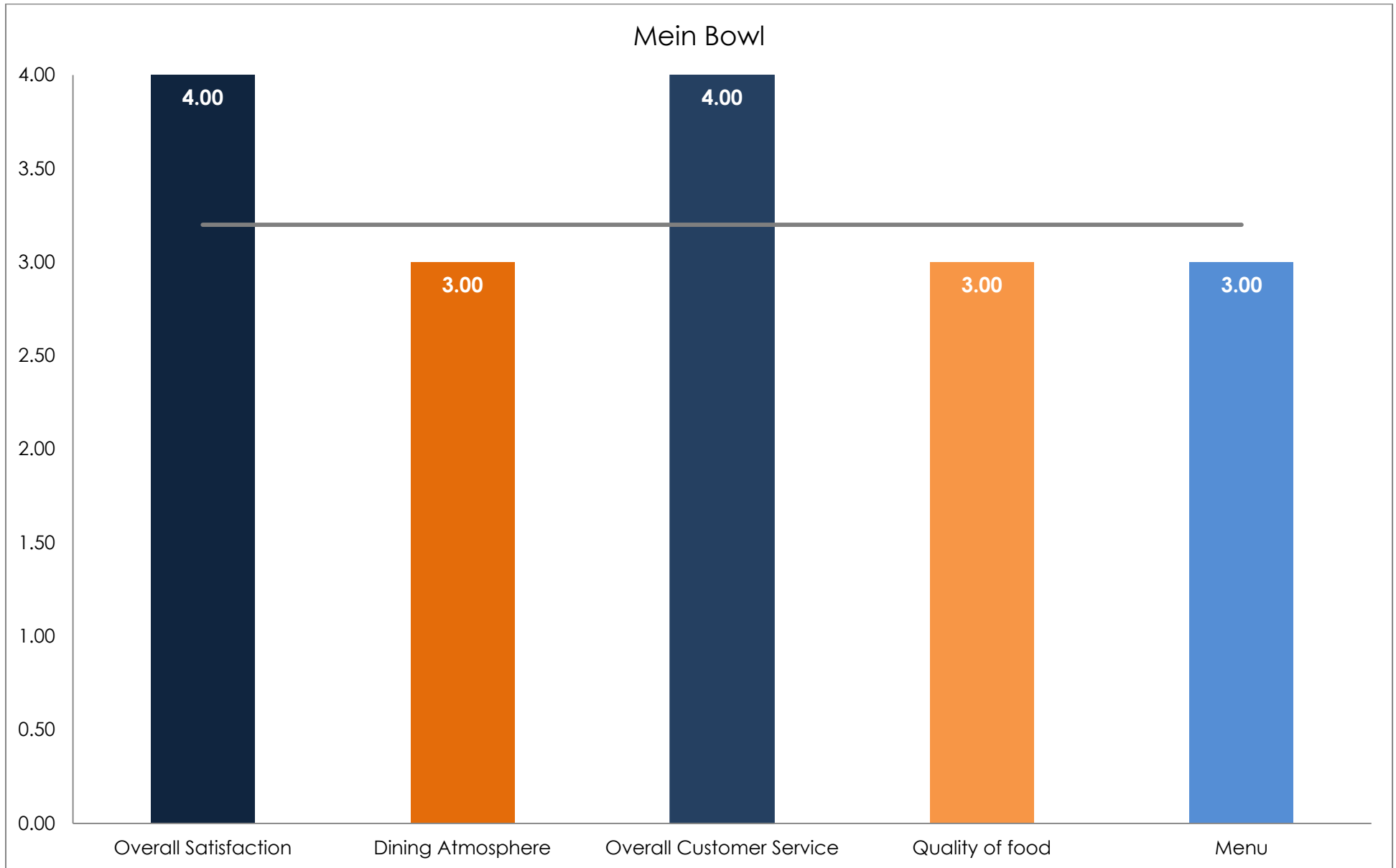
Garden Gourmet



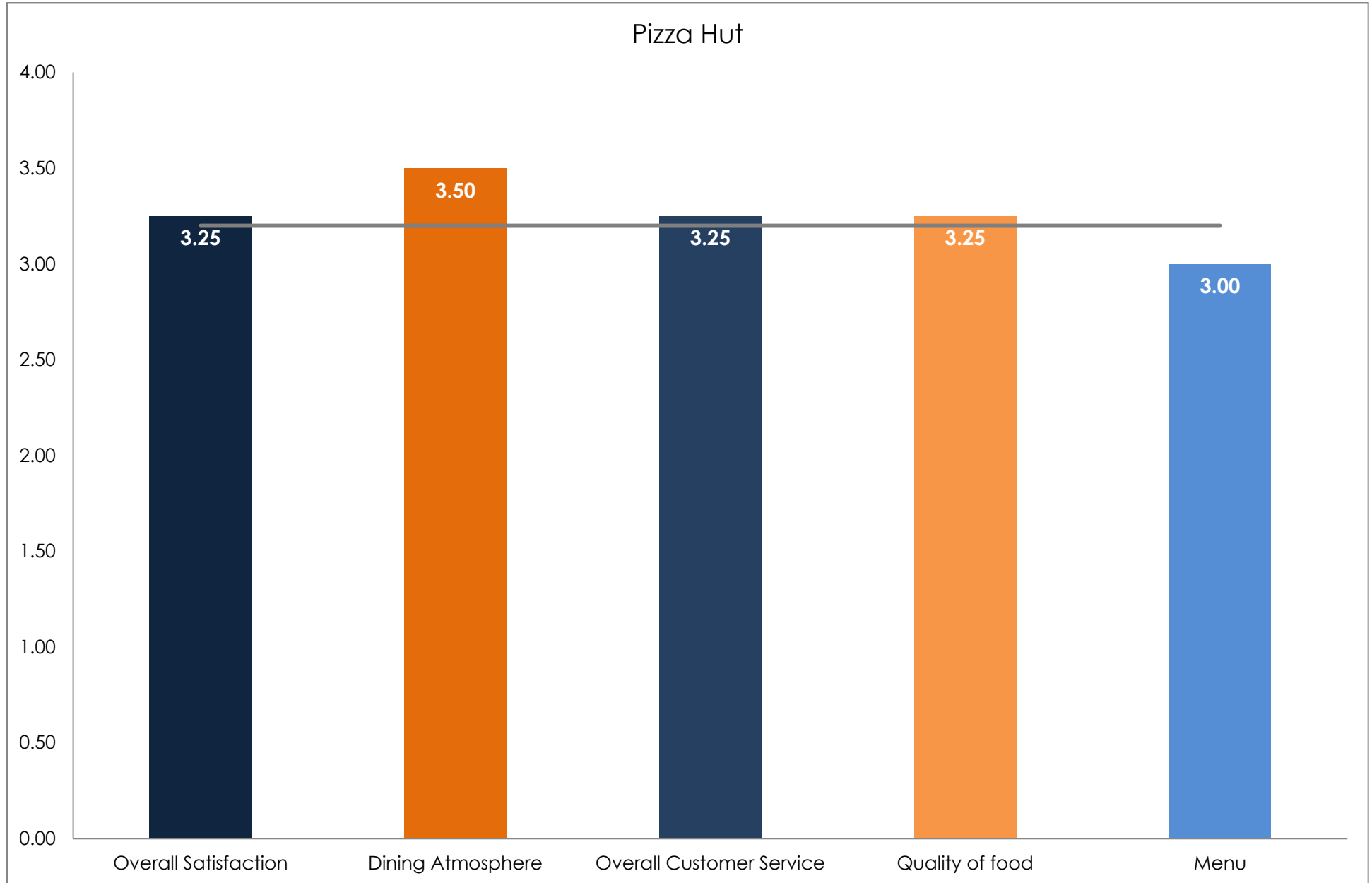


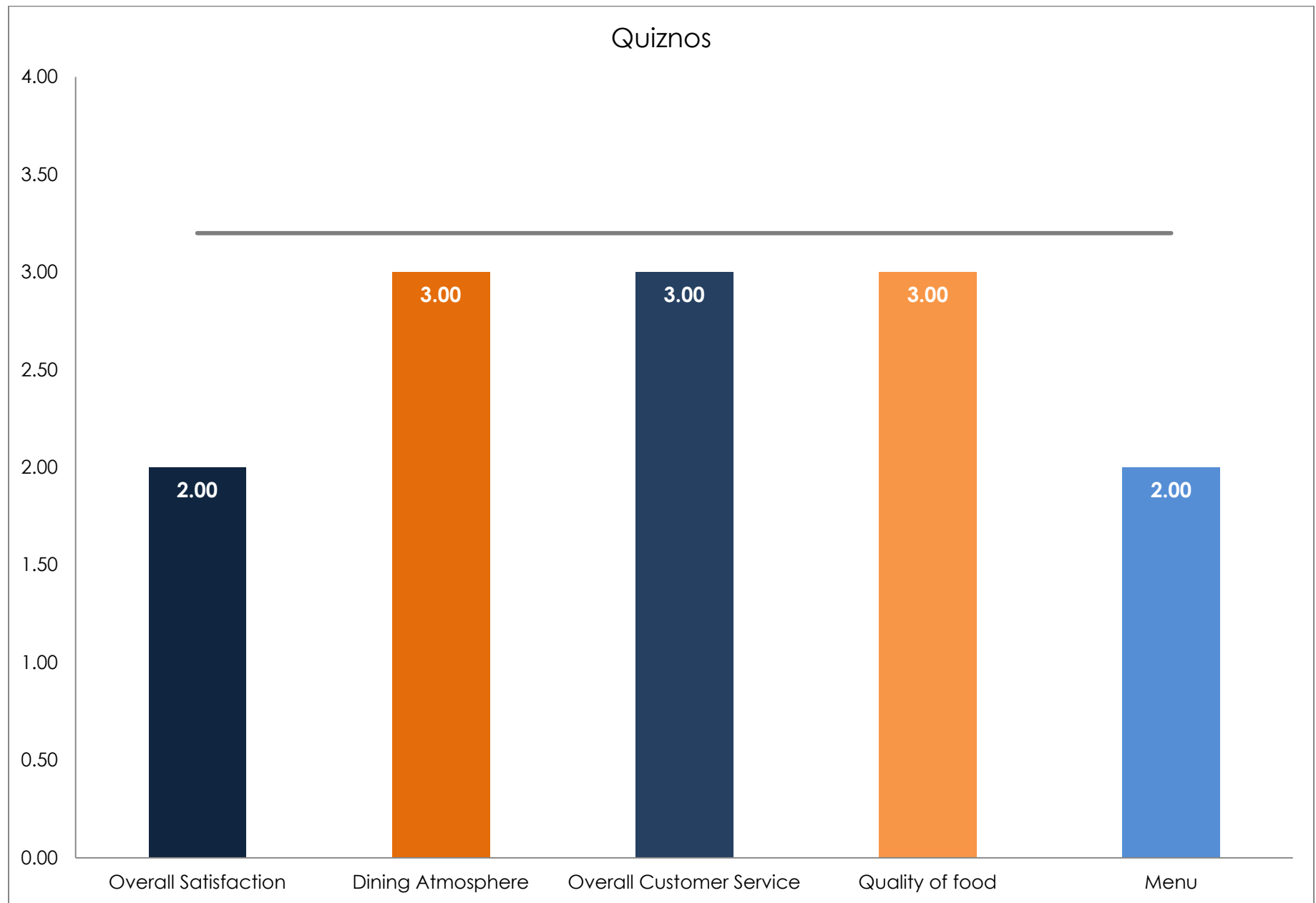
Jazzman's





Pizza Hut





Starbucks (Chemistry)

