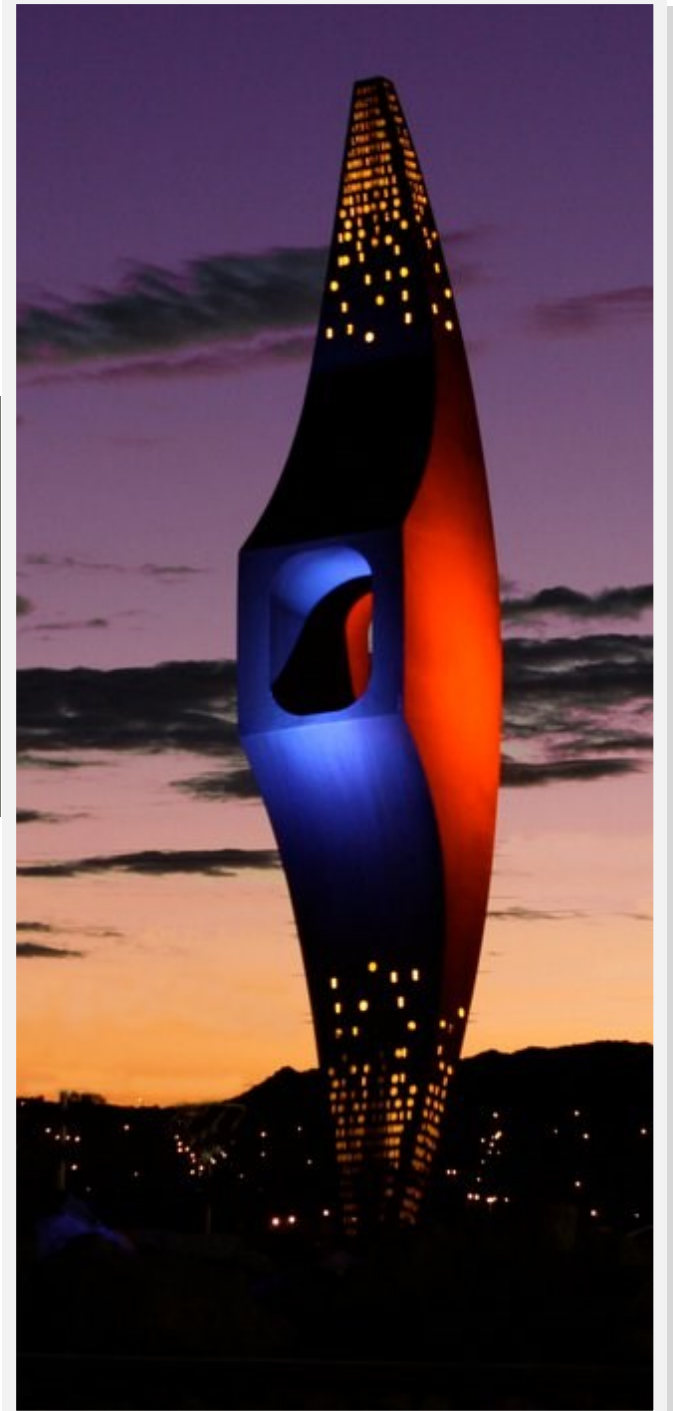


# Secret Shopper Results

University Food Services  
Chik-fil-A

Fall 2013



What venue were you assigned?		
Answer	Response	%
Chick-Fil-A	2	100%
Delicious	0	0%
Einstein's Bros Bagels	0	0%
Garden Gourmet	0	0%
Jamba Juice/ Starbucks	0	0%
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	2	100%
Answered Question	2	
Skipped Question	0	

Are you		
Answer	Response	%
Male	0	0%
Female	2	100%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	2	100%
Sophomore	0	0%
Junior	0	0%
Senior	0	0%
Graduate	0	0%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Please answer the following:					
Question	Yes	%	No	%	Responses
The associate made eye contact when I approached him/her.	2	100%	0	0%	2
The associate smiled when I approached him/her.	1	50%	1	50%	2
I was greeted by the associate.	1	50%	1	50%	2
The associate wore a name tag.	2	100%	0	0%	2
The associate asked follow up questions (ex. What else can I help you with?)	1	50%	1	50%	2
The associate thanked me after completing the transaction.	0	0%	2	100%	2
	Answered Question				2
	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	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	0	100%
Answered Question	0	
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	1	50%
1-2 minutes	0	0%
2-4 minutes	0	0%
4-6 minutes	1	50%
more than 6 minutes	0	0%
Total	2	100%
Answered Question	2	
Skipped Question	0	

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	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%	1	50%	1	50%	0	0%	2	3.50
	Answered Question										2	
	Skipped Question										0	
	Overall Average											3.50





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

Luis

**Please specify the food item you purchased at this location.**

I purchased a 4 piece chicken strip combo

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

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

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

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

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

The employers were okay, could have been nicer.