## Secret Shopper Results

University Food Services

Jazzman's

Fall 2013

What venue were you assig	ned?	
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	1	100%
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	0	0%
Female	1	100%
Total	1	100%
Answered Question	1	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	0	0%
Sophomore	1	100%
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	1	100%	0	0%	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.	1	100%	0	0%	1
	Ar	nswered	1		
		Skipped	tion	0	

Please rate the following:	Very	%	Dissatisfied	%	Satisfied	%	Very	%	l don't	%	Response	Rating
· ·	Dissatisfied						Satisfied		know		Count	Average
Thinking about your experience with UTEP Food Services, please rate your overall satisfaction.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
								Answe	red Que	stion		
								Skipp	ed Que	stion	0	
								Ove	erall Aver	age		4.00

Thinking about your experience	at this loc	ation,	, please	e rate	<b>Univers</b>	ity Food	Services					
Question	Very Poor	%	Poor	%	Good		Very Good	%	l don't know	%	Response Count	Rating Average
Meeting your needs.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
The value for the price you pay.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Variety.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
								Answe	ered Ques	stion		
								Skip	ped Ques	stion	0	
								Ove	erall Aver	age		3.33

Based on your most recen	t experien	ce, h	ow likely woul	d 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%	0	0%	1	100%	0	0%	1	4.00
Continue to purchase food from the location you visited.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
								Answe	red Que	stion		
		T		·		T		Skipp	oed Que	stion	0	
								Ove	erall Avei	rage		4.00

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	l 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
								Answe	ered Que	stion		
								Skip	ped Que	stion	0	
								Ove	erall Ave	rage		3.00

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	%	l don't know	%	Response Count	Rating Average
Having convenient hours of operation.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
Maintaining a clean service area.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Maintaining a clean seating area.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Easily finding the food/beverages that I want.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
								Answer	ed Ques	stion		
								Skipp	ed Ques	stion	0	
								Ove	rall Aver	age		3.75

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

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!

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	l 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%	0	0%	0	0%	0	0%	0	N/A
							· ·	Answe	red Ques	stion	0	
								Skip	oed Ques	stion	1	
								Ove	erall Aver	age		N/A

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

Thinking about your experience at t	his loca	tion, p	olease ra	te the	customer s	ervice	in terms	of the f	ollowing:			
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	Don't Know	%	Response Count	Rating Average
Being served in a timely manner.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Friendly and helpful staff.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Professional appearance of the staff.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Being responsive to my questions and concerns.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Being receptive to my suggestions.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Offering or recommending something on the menu to complete my meal.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
								Ansv	wered Qu	estion	0	
								Sk	ipped Qu	estion	1	
								C	verall Av	erage		N/A

What was the time it took you to receitime you ordered?	eive your selection	from the
Answer	Response	%
Less than 30 seconds	0	0%
30 seconds to 1 minute	0	0%
1-2 minutes	0	0%
2-4 minutes	0	0%
4-6 minutes	0	0%
more than 6 minutes	0	0%
Total	0	0%
Answered Question	0	
Skipped Question	1	

What was the time of you	ur 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	1	

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%	0	0%	0	0%	0	0%	0	0.00
								Answe	ered Que	stion	0	
								Skip	ped Que	stion	1	
								Ove	erall Aver	age		N/A

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	%	l don't know	%	Response Count	Rating Average
Having an appealing presentation.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Being prepared with high quality fresh ingredients.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Being served at the right temperature.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Taste.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Portion size.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
								Answ	vered Que	stion	0	
				, and the second		·		Ski	pped Que	stion	1	
								0	verall Ave	rage		N/A

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%	0	0%	0	0%	0	0%	0	0.00
								Answe	ered Que	stion	0	
								Skip	ped Que	stion	1	
								Ov	erall Ave	rage		N/A

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%	0	0%	0	0%	0	0.00
Attractiveness of merchandising display.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Merchandising is clearly identified.	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
								Ansv	wered Que	stion	0	
								Sk	ipped Que	stion	1	
								C	overall Ave	rage		N/A

Again, based on your experi following:	ence at t						d you rate Very		nu in terms		thy food optio	ns via the Rating
Question	Poor	%	Poor	%	Good	%	Good	%	know	%	Count	Average
Availability	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Variety	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Appeal	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
Value	0	0%	0	0%	0	0%	0	0%	0	0%	0	0.00
								An	swered Qu	estion	0	
								S	kipped Qu	estion	1	
									Overall Av	erage		N/A

Did you experienced any issues paying with you Miner Gold Card?										
Answer	Response	%								
Yes	0	0%								
No	0	0%								
Total	0	0%								
Answered Question	0									
Skipped Question	1									

Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?										
Answer	Response	%								
Yes	0	0%								
No	0	0%								
Total	0	0%								
Answered Question	0									
Skipped Question	1									