What venue were you as	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 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
		Ar	nswered Question		2
			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%	2	100%	0	0%	0	0%	2	3.00
								Ansv	vered Quest	tion	2	
								Skip	oed Questio	n	0	
								Ove	all Average	•		3.00

Thinking about your experience at this location, please rate University Food Services												
Question	Very Poor	%	Poor	%	Good		Very Good	%	l don't know	%	Response Count	Rating Average
Meeting your needs.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
The value for the price you pay.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
Variety.	0	0%	1	50%	1	50%	0	0%	0	0%	2	2.50
								Answ	ered Quest	tion	2	
								Skipp	ed Questic	n	0	
								Over	all Average)		2.83

Based on your most recent experience, how likely would you be to:												
Question	Unlikely	%	Somewhat Unlikely	%	Somewhat Likely	%	Likely	%	l don't know	%	Response Count	Rating Average
Recommend this dining location to a new student.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00
Continue to purchase food from the location you visited.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
								Answe	red Que	stion	2	
		T						Skipp	ed Que	stion	0	
								Ove	erall Aver	age		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 with this location, how would you rate the overall dining area atmosphere?	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
									Answered	Question	2	
									Skipped	Question	0	
									Overall A	verage		3.50

Again, thinking about your experience wit	h this loc	catio	n, plea	se rat	e the di	ning a	rea atmo	ospher	e in term	s of th	ne following:	
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Having convenient hours of operation.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
Maintaining a clean service area.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Maintaining a clean seating area.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
Easily finding the food/beverages that I want.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
								Answei	red Ques	tion	2	
								Skipp	ed Que	tion	0	
								Ove	rall Aver	age		3.13

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

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.

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%	0	0%	2	100%	0	0%	0	0%	2	3.00
								Ansv	vered Ques	tion	2	
								Ski	pped Ques	tion	0	
			Overall Average									3.00

Were you thanked after you paid?													
Answer Response %													
Yes	0	0%											
No	2	100%											
Total	2	100%											
Answered Question	2												
Skipped Question	0												

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	50%	1	50%	0	0%	2	3.50	
Friendly and helpful staff.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00	
Professional appearance of the staff.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50	
Being responsive to my questions and concerns.	0	0%	0	0%	2	100%	0	0%	0	0%	2	3.00	
Being receptive to my suggestions.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50	
Offering or recommending something on the menu to complete my meal.	1	50%	1	50%	0	0%	0	0%	0	0%	2	1.50	
								Answe	ered Ques	stion	2		
							0						
					Overall Average								

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	%	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%	1	50%	1	50%	0	0%	2	3.50
									Answered Question		2	
									Skipped Question		0	
									Overall Average			3.50

Thinking about your experience	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%	1	50%	0	0%	1	50%	0	0%	2	3.00
Being prepared with high quality fresh ingredients.	0	0%	1	50%	1	50%	0	0%	0	0%	2	2.50
Being served at the right temperature.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Taste.	0	0%	0	0%	1	50%	1	50%	0	0%	2	3.50
Portion size.	0	0%	1	50%	0	0%	1	50%	0	0%	2	3.00
								Answ	ered Que	stion	2	
								Skip	ped Que	stion	0	
								O۱	verall Avei	age		3.10

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%	1	100%	0	0%	1	4.00
								Answe	ered Que	stion		
								Skip	ped Que	stion	1	
								Ove	erall Ave	rage		4.00

Based on your experience at	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%	1	100%	0	0%	0	0%	1	3.00
Attractiveness of merchandising display.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Merchandising is clearly identified.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
								Ansv	vered Que	stion		
				, and the second				Ski	pped Que	stion	1	
								0	verall Ave	rage		3.67

Again, base following:	d on your ex	perie	nce at	the lo	cation y	ou vis	sited , how wo	uld you	rate the menu	in ter	ms of healthy food	options via the
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Availability	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Variety	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Appeal	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Value	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
									Answered Que	stion		
									Skipped Que	stion	1	
									Overall Ave	rage		4.00

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 experienced any issues paying with you Miner Gold Card?									
Answer	Response	%							
Yes	1	100%							
No	0	0%							
Total		100%							
Answered Question	1								
Skipped Question	1								

Yes

Did you received 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	Answered Question 1										
Skipped Question	Skipped Question 1										

[SECRET SHOPPER PROGRAM – CHICK-FIL-A] Fall 2013

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

The employers were okay, could have been nicer.