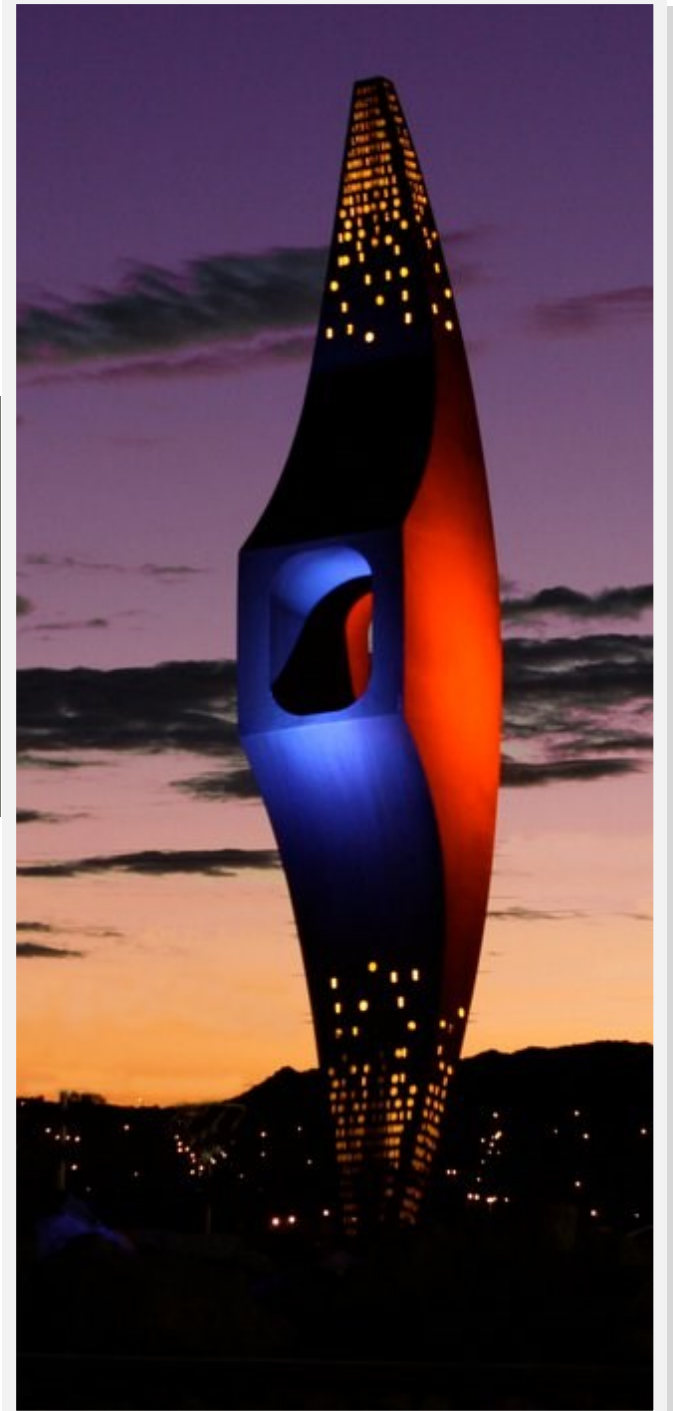


# Secret Shopper Results

University Food Services  
Einstein Bro.'s Bagels

Fall 2013



What venue were you assigned?		
Answer	Response	%
Chick-Fil-A	0	0%
Delicious	0	0%
Einstein's Bros Bagels	4	100%
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	4	100%
Answered Question	4	
Skipped Question	0	

Are you:		
Answer	Response	%
Male	0	0%
Female	4	100%
Total	4	100%
Answered Question	4	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	4	100%
Sophomore	0	0%
Junior	0	0%
Senior	0	0%
Graduate	0	0%
Total	4	100%
Answered Question		4
Skipped Question		0

Please answer the following:					
Question	Yes	%	No	%	Responses
The associate made eye contact when I approached him/her.	4	100%	0	0%	4
The associate smiled when I approached him/her.	4	100%	0	0%	4
I was greeted by the associate.	4	100%	0	0%	4
The associate wore a name tag.	4	100%	0	0%	4
The associate asked follow up questions (ex. What else can I help you with?).	4	100%	0	0%	4
The associate thanked me after completing the transaction.	4	100%	0	0%	4
Answered Question					4
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%	1	25%	3	75%	0	0%	4	3.75
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.75

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%	2	50%	2	50%	0	0%	4	3.50
The value for the price you pay.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Variety.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.17



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%	0	0%	3	75%	1	25%	0	0%	4	3.25
Maintaining a clean service area.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Maintaining a clean seating area.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Easily finding the food/beverages that I want.	0	0%	0	0%	1	25%	3	75%	0	0%	4	3.75
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.50

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

possibly not enough tables/chairs

may need more seating/tables

The service is good and so is the food

none

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	50%	2	50%	0	0%	4	3.50
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.50



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	0	0%
10:00-11:00 AM	1	100%
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	3	

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	0	0%
1-2 minutes	3	75%
2-4 minutes	1	25%
4-6 minutes	0	0%
more than 6 minutes	0	0%
Total	4	100%
Answered Question	4	
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%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.25

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%	0	0%	2	50%	2	50%	0	0%	4	3.50
Being prepared with high quality fresh ingredients.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Being served at the right temperature.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Taste.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Portion size.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
	Answered Question										4	
	Skipped Question										0	
	Overall Average											3.40

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%	2	67%	1	33%	0	0%	3	3.33	
	Answered Question										3		
	Skipped Question										1		
	Overall Average										3.33		

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	33%	2	67%	0	0%	3	3.67
Attractiveness of merchandising display.	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
Merchandising is clearly identified.	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
	Answered Question										3	
	Skipped Question										1	
	Overall Average											3.44

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%	2	67%	1	33%	0	0%	3	3.33
Variety	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
Appeal	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
Value	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
Answered Question											3	
Skipped Question											1	
Overall Average												3.33

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

n/a

I do not remember

Can't remember

Please specify the food item you purchased at this location.

pizza bagel and cookie

coffee

Strawberry banana smoothie

Did you experienced any issues paying with you Miner Gold Card?		
Answer	Response	%
Yes	0	0%
No	3	100%
Total	3	100%
Answered Question	3	
Skipped Question	1	

Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?		
Answer	Response	%
Yes	2	67%
No	1	33%
Total	3	100%
Answered Question	3	
Skipped Question	1	

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

n/a  
none