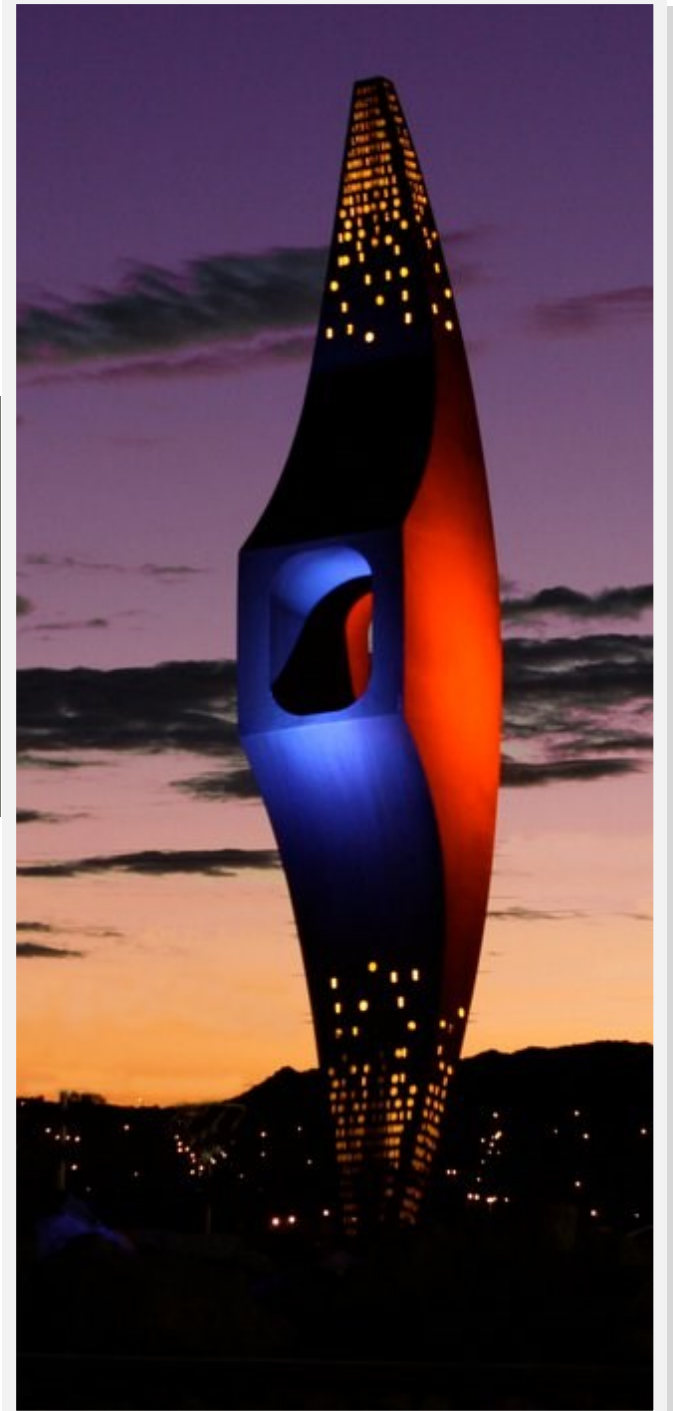


Secret Shopper Results

University Food Services
Mein Bowl

Fall 2013



What venue were you assigned?		
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	0	0%
Mein Bowl	1	100%
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	1	100%
Sophomore	0	0%
Junior	0	0%
Senior	0	0%
Graduate	0	0%
Total	1	100%
Answered Question	1	
Skipped Question	0	

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%	0	0%	1	100%	0	0%	1	4.00
The value for the price you pay.	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
	Answered Question										1	
	Skipped Question										0	
	Overall Average											4.00

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.	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
	Answered Question										1	
	Skipped Question										0	
	Overall Average											4.00

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	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											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	%	I don't know	%	Response Count	Rating Average
Having convenient hours of operation.	0	0%	1	100%	0	0%	0	0%	0	0%	1	2.00
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
	Answered Question										1	
	Skipped Question										0	
	Overall Average											3.50

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

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.

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%	0	0%	1	100%	0	0%	1	4.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											4.00

Were you thanked after you paid?		
Answer	Response	%
Yes	1	100%
No	0	0%
Total	1	100%
Answered Question	1	
Skipped Question	0	

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

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%	0	0%	1	100%	0	0%	1	4.00
Friendly and helpful staff.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Professional appearance of the staff.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Being responsive to my questions and concerns.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Being receptive to my suggestions.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Offering or recommending something on the menu to complete my meal.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Answered Question											1	
Skipped Question											0	
Overall Average												4.00

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	100%
1-2 minutes	0	0%
2-4 minutes	0	0%
4-6 minutes	0	0%
more than 6 minutes	0	0%
Total	1	100%
Answered Question	1	
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	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%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											3.00

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%	0	0%	1	100%	0	0%	1	4.00
Being prepared with high quality fresh ingredients.	0	0%	0	0%	0	0%	0	0%	1	100%	1	N/A
Being served at the right temperature.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Taste.	0	0%	0	0%	0	0%	1	100%	0	0%	1	4.00
Portion size.	0	0%	0	0%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											3.75

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%	1	100%	0	0%	0	0%	1	3.00
	Answered Question										1	
	Skipped Question										0	
	Overall Average											3.00

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%	1	100%	0	0%	1	4.00
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
	Answered Question										1	
	Skipped Question										0	
	Overall Average											4.00

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%	1	100%	0	0%	0	0%	1	3.00
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%	1	100%	0	0%	0	0%	0	0%	1	2.00
Answered Question											1	
Skipped Question											0	
Overall Average												3.25

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

I don't remember

Please specify the food item you purchased at this location.

Sweet & Sour Chicken Beef & Broccoli, and fried rice

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

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

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	1	
Skipped Question	0	

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

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.