Secret Shopper Results

University Food Services
Pizza Hut

Fall 2013

What venue were you assig	gned?	
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	0	0%
Pizza Hut	5	100%
Quiznos	0	0%
Starbucks (Chemistry and Computer Science Building)	0	0%
Total	5	100%
Answered Question	5	
Skipped Question	0	

Are you:		
Answer	Response	%
Male	1	20%
Female	4	80%
Total	5	100%
Answered Question	5	
Skipped Question	0	

Are you a:		
Answer	Response	%
Freshman	5	100%
Sophomore	0	0%
Junior	0	0%
Senior	0	0%
Graduate	0	0%
Total	5	100%
Answered Question	5	
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	3	75%	1	25%	4
I was greeted by the associate	3	75%	1	25%	4
The associate wore a name tag	3	75%	1	25%	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.	3	75%	1	25%	4
		Answere	ed Qu	estion	4
		Skippe	ed Qu	estion	1

Please rate the following:	Very Dissatisfied	%	Dissatisfied	%	Satisfied	%	Very Satisfied	%	l don't know	%	Response Count	Rating Average
Thinking about your experience with UTEP Food Services, please rate your overall satisfaction.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
							A	Answei	ed Ques	tion	4	
						·		Skipp	ed Ques	tion	1	
								Ove	rall Aver	age		3.25

Thinking about your experience	e at this l	locati	on, ple	ease re	ate Univ	ersity F	ood Servi	ces				
Question	Very Poor	%	Poor	%	Good		Very Good	%	l 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%	2	50%	0	0%	2	50%	0	0%	4	3.00
Variety.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
								Answ	vered Que	stion	4	
								Ski	pped Que	stion	1	
								0	verall Ave	rage		3.17

Based on your most recen	t experien	ice, h	ow likely woul	d 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	50%	2	50%	0	0%	4	3.50
Continue to purchase food from the location you visited.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
								Answe	red Que	stion	4	
		T						Skip	ped Que	stion	1	
								Ove	erall Aver	age		3.38

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%	2	50%	2	50%	0	0%	4	3.50
								Answe	red Que	stion	4	
								Skip	oed Que	1		
								Ove	erall Ave	rage		3.50

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	25%	3	75%	0	0%	4	3.75
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%	1	25%	3	75%	0	0%	4	3.75
Easily finding the food/beverages that I want.	0	0%	0	0%	1	25%	3	75%	0	0%	4	3.75
								Answe	red Que	stion	4	
Skipped Question											1	
								Ove	erall Aver	age		3.69

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

N/A

I was treated very nicely by the cashier, by food was good and at a reasonable price.

Everything was very smooth, cashier wasn't as friendly but food was good.

i dont like the chairs are unconfortable

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%	3	75%	1	25%	0	0%	4	3.25
								Answe	red Que	stion	4	
								Skipp	oed Que	stion	1	
								Ove	erall Avei	age		3.25

Were you thanked after you paid?											
Answer	Response	%									
Yes	3	75%									
No	1	25%									
Total	4	100%									
Answered Question	4										
Skipped Question	1										

Thinking about your experience at th	nis locati	on, p	lease :	r <mark>ate t</mark> h	e custo	mer sei	rvice in te	rms of	the follow	ving:		
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Being served in a timely manner.	0	0%	1	25%	3	75%	0	0%	0	0%	4	2.75
Friendly and helpful staff.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
Professional appearance of the staff.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Being responsive to my questions and concerns.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Being receptive to my suggestions.	0	0%	0	0%	2	50%	1	25%	1	25%	4	3.33
Offering or recommending something on the menu to complete my meal.	0	0%	1	25%	2	50%	1	25%	0	0%	4	3.00
								Answ	rered Que	estion	4	
								Ski	pped Que	estion	1	
								O	verall Ave	erage		3.06

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	0	0%							
2-4 minutes	2	50%							
4-6 minutes	1	25%							
more than 6 minutes	1	25%							
Total	4	100%							
Answered Question	4								
Skipped Question	1	3							

What was the time of you	r 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	2	67%
12:00-1:00 PM	0	0%
1:00-2:00 PM	1	33%
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	3	100%
Answered Question	3	
Skipped Question	2	

Please rate the following:												
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	l 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
								Answe	red Que	stion	4	
								Skip	oed Que	stion	1	
								Ove	erall Aver	age	1	3.25

Thinking about your experience at this lo	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%	1	0%	3	75%	0	0%	4	3.75
Being prepared with high quality fresh ingredients.	0	0%	0	0%	3	75%	0	0%	1	25%	4	3.00
Being served at the right temperature.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Taste.	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
Portion size.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
	Answered Question 4											
									Skipped Qu	estion	1	
									Overall A	verage		3.30

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%	4	100%	0	0%	0	0%	4	3.00
								Answe	ered Que	stion	4	
								Skip	ped Que	stion	1	
								Ove	erall Aver	age		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	%	l don't know	%	Response Count	Rating Average
Offering a variety of menu choices.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Attractiveness of merchandising display.	0	0%	0	0%	3	75%	0	0%	1	25%	4	3.00
Merchandising is clearly identified.	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
	Answered Question 4											
	Skipped Question 1											
								(Overall Ave	erage		3.00

Again, based of following:	on your exp	oerience	e at the lo	cation yo	ou visited ,	how wo	uld you ra	te the n	nenu in terr	ns of he	althy food op	otions via the
Question	Very Poor	%	Poor	%	Good	%	Very Good	%	I don't know	%	Response Count	Rating Average
Availability	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
Appeal	0	0%	0	0%	4	100%	0	0%	0	0%	4	3.00
Value	0	0%	1	25%	3	75%	0	0%	0	0%	4	2.75
								А	nswered Q	uestion	4	
									Skipped Q	uestion	1	
									Overall A	verage		2.94

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

I dont remember.

Cant remember.

i dont know

Please specify the food item you purchased at this location.

personal peperoni pizza and bread sticks

A pizza and a drink.

Personal Pan Pizza

a pizza

Did you experienced any issues paying	g with you Miner G	old Card?
Answer	Response	%
Yes	0	0%
No	4	100%
Total	4	100%
Answered Question	4	
Skipped Question	1	

Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?									
Answer	Response	%							
Yes	3	75%							
No	1	25%							
Total	4	100%							
Answered Question	4								
Skipped Question	1								

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

I was content with my overall purchase.

i dont like the taste of the mexican food