

| 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                        | 4        | 100% |
| 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              | 1        | 25%  |
| Female            | 3        | 75%  |
| Total             | 4        | 100% |
| Answered Question | 4        |      |
| Skipped Question  | 0        |      |

| Are you a:        |          |      |
|-------------------|----------|------|
| Answer            | Response | %    |
| Freshman          | 3        | 75%  |
| Sophomore         | 0        | 0%   |
| Junior            | 0        | 0%   |
| Senior            | 1        | 25%  |
| 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                               | 3                 | 75%  | 1  | 25% | 4         |
| I was greeted by the associate   | 3                 | 75%  | 1  | 25% | 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?) | 2                 | 50%  | 2  | 50% | 4         |
| The associate thanked me after completing the transaction.                   | 3                 | 75%  | 1  | 25% | 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% | 1            | 25% | 2         | 50% | 1              | 25% | 0            | 0% | 4              | 3.00           |
|  | Answered Question |    |              |     |           |     |                |     |              |    | 4              |                |
|  | Skipped Question  |    |              |     |           |     |                |     |              |    | 0              |                |
|  | Overall Average   |    |              |     |           |     |                |     |              |    |                | 3.00           |

| 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% | 1    | 25% | 2    | 50%  | 1         | 25% | 0            | 0% | 4              | 3.00           |
| The value for the price you pay.  | 0                 | 0% | 0    | 0%  | 4    | 100% | 0         | 0%  | 0            | 0% | 4              | 3.00           |
| Variety.  | 0                 | 0% | 1    | 25% | 2    | 50%  | 1         | 25% | 0            | 0% | 4              | 3.00           |
|   | Answered Question |    |      |     |      |      |           |     |              |    | 4              |                |
|   | Skipped Question  |    |      |     |      |      |           |     |              |    | 0              |                |
|   | Overall Average   |    |      |     |      |      |           |     |              |    |                | 3.00           |

| 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. Continue to purchase food from the location you visited. | 0                 | 0% | 1                 | 25% | 1               | 25% | 2      | 50% | 0            | 0% | 4              | 3.25           |
|   | 0                 | 0% | 1                 | 25% | 2               | 50% | 1      | 25% | 0            | 0% | 4              | 3.00           |
|   | Answered Question |    |                   |     |                 |     |        |     |              |    | 4              |                |
|   | Skipped Question  |    |                   |     |                 |     |        |     |              |    | 0              |                |
|   | Overall Average   |    |                   |     |                 |     |        |     |              |    |                | 3.13           |

| 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% | 1    | 25% | 1    | 25% | 2         | 50% | 0            | 0% | 4              | 3.25           |
|   | Answered Question |    |      |     |      |     |           |     |              |    | 4              |                |
|   | Skipped Question  |    |      |     |      |     |           |     |              |    | 0              |                |
|   | Overall Average   |    |      |     |      |     |           |     |              |    |                | 3.25           |

| 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    | 25% | 2    | 50%  | 1         | 25% | 0            | 0% | 4              | 3.00           |
| Maintaining a clean service area.   | 0                 | 0% | 0    | 0%  | 4    | 100% | 0         | 0%  | 0            | 0% | 4              | 3.00           |
| Maintaining a clean seating area.   | 0                 | 0% | 0    | 0%  | 3    | 75%  | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Easily finding the food/beverages that I want.  | 0                 | 0% | 0    | 0%  | 3    | 75%  | 1         | 25% | 0            | 0% | 4              | 3.25           |
|   | Answered Question |    |      |     |      |      |           |     |              |    | 4              |                |
|   | Skipped Question  |    |      |     |      |      |           |     |              |    | 0              |                |
|   | Overall Average   |    |      |     |      |      |           |     |              |    |                | 3.13           |

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

They did not approach me when I walked up to the counter. They talked to me after I approached THEM. Very Dissapointed.

it was a good service needs to be open in a more flexible schedule

I like being in the Food Services since I can find what I want and I get treated nicely

The schedule could work with some changes

**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% | 1    | 25% | 3    | 75% | 0         | 0% | 0            | 0% | 4              | 2.75           |
|  | Answered Question |    |      |     |      |     |           |    |              |    | 4              |                |
|  | Skipped Question  |    |      |     |      |     |           |    |              |    | 0              |                |
|  | Overall Average   |    |      |     |      |     |           |    |              |    |                | 2.75           |

**Were you thanked after you paid?**

| Answer            | Response | %    |
|-------------------|----------|------|
| Yes               | 3        | 75%  |
| No                | 1        | 25%  |
| Total             | 4        | 100% |
| Answered Question | 4        |      |
| 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%  | 2    | 50% | 2         | 50% | 0            | 0%  | 4              | 3.50           |
| Friendly and helpful staff.   | 0                 | 0% | 1    | 25% | 1    | 25% | 2         | 50% | 0            | 0%  | 4              | 3.25           |
| Professional appearance of the staff.                               | 0                 | 0% | 1    | 25% | 2    | 50% | 1         | 25% | 0            | 0%  | 4              | 3.00           |
| Being responsive to my questions and concerns.                      | 0                 | 0% | 1    | 25% | 1    | 25% | 2         | 50% | 0            | 0%  | 4              | 3.25           |
| Being receptive to my suggestions.                                  | 0                 | 0% | 1    | 25% | 1    | 25% | 2         | 50% | 0            | 0%  | 4              | 3.25           |
| Offering or recommending something on the menu to complete my meal. | 0                 | 0% | 1    | 25% | 1    | 25% | 1         | 25% | 1            | 25% | 4              | 3.00           |
|   | Answered Question |    |      |     |      |     |           |     |              |     | 4              |                |
|   | Skipped Question  |    |      |     |      |     |           |     |              |     | 0              |                |
|   | Overall Average   |    |      |     |      |     |           |     |              |     |                | 3.21           |

| 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        | 50%  |
| 11:00 AM-12:00 PM                | 0        | 0%   |
| 12:00-1:00 PM                    | 0        | 0%   |
| 1:00-2:00 PM                     | 1        | 50%  |
| 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                            | 2        | 100% |
| Answered Question                | 2        |      |
| 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   | 0        | 0%   |
| 1-2 minutes  | 2        | 50%  |
| 2-4 minutes  | 1        | 25%  |
| 4-6 minutes  | 1        | 25%  |
| 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% | 4    | 100% | 0         | 0% | 0            | 0% | 4              | 3.00           |  |
|   | Answered Question |    |      |    |      |      |           |    |              |    | 4              |                |  |
|   | 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% | 1    | 25% | 2    | 50%  | 1         | 25% | 0            | 0% | 4              | 3.00           |
| Being prepared with high quality fresh ingredients.  | 0                 | 0% | 0    | 0%  | 4    | 100% | 0         | 0%  | 0            | 0% | 4              | 3.00           |
| Being served at the right temperature.   | 0                 | 0% | 0    | 0%  | 3    | 75%  | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Taste.   | 0                 | 0% | 0    | 0%  | 3    | 75%  | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Portion size.  | 0                 | 0% | 1    | 25% | 2    | 50%  | 1         | 25% | 0            | 0% | 4              | 3.00           |
|  | Answered Question |    |      |     |      |      |           |     |              |    | 4              |                |
|  | Skipped Question  |    |      |     |      |      |           |     |              |    | 0              |                |
|  | Overall Average   |    |      |     |      |      |           |     |              |    |                | 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% | 3    | 75% | 1         | 25% | 0            | 0% | 4              | 3.25           |
|  | Answered Question |    |      |    |      |     |           |     |              |    | 4              |                |
|  | Skipped Question  |    |      |    |      |     |           |     |              |    | 0              |                |
|  | Overall Average   |    |      |    |      |     |           |     |              |    |                | 3.25           |

| 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% | 1    | 25% | 3    | 75% | 0         | 0%  | 0            | 0% | 4              | 2.75           |
| Attractiveness of merchandising display.  | 0                 | 0% | 0    | 0%  | 3    | 75% | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Merchandising is clearly identified.  | 0                 | 0% | 0    | 0%  | 3    | 75% | 1         | 25% | 0            | 0% | 4              | 3.25           |
|   | Answered Question |    |      |     |      |     |           |     |              |    | 4              |                |
|   | Skipped Question  |    |      |     |      |     |           |     |              |    | 0              |                |
|   | Overall Average   |    |      |     |      |     |           |     |              |    |                | 3.08           |

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% | 1    | 25% | 2    | 50% | 1         | 25% | 0            | 0% | 4              | 3.00           |
| Variety           | 0         | 0% | 0    | 0%  | 3    | 75% | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Appeal            | 0         | 0% | 0    | 0%  | 3    | 75% | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Value             | 0         | 0% | 0    | 0%  | 3    | 75% | 1         | 25% | 0            | 0% | 4              | 3.25           |
| Answered Question |           |    |      |     |      |     |           |     |              |    | 4              |                |
| Skipped Question  |           |    |      |     |      |     |           |     |              |    | 0              |                |
| Overall Average   |           |    |      |     |      |     |           |     |              |    |                | 3.19           |

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

I do not remember

I dont know

I do not remember

Adan

**Please specify the food item you purchased at this location.**

I purchased 2 drinks and popcorn during the movie at the cinema in the union

piece of cake

Strawberry Smoothie

Coffee

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

| Answer            | Response | %    |
|-------------------|----------|------|
| Yes               | 0        | 0%   |
| No                | 4        | 100% |
| Total             | 4        | 100% |
| Answered Question | 4        |      |
| Skipped Question  | 0        |      |

Yes

yes but it was quickly resolved

Did you received the 10% discount when you used the Miner Gold Card to pay for your meal?

| Answer            | Response | %    |
|-------------------|----------|------|
| Yes               | 2        | 50%  |
| No                | 2        | 50%  |
| Total             | 4        | 100% |
| Answered Question | 4        |      |
| Skipped Question  | 0        |      |

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

Nothing

It was a good service

I usually arrive after 2 p.m. and since every place is closed is hard to actually use miner bucks