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
	Ar	nswered	Ques	tion	4
		Skipped	Ques	tion	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
							Д	nswei	ed Ques	stion	4	
				, and the second		·		Skipp	ed Ques	stion	0	
								Ove	rall Aver	age		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
								Answ	ered Que	stion	4	
								Ski	pped Que	stion	0	
								0	verall Ave	rage		3.17

Based on your most rece	ent experie	ence,	how likely wo	uld y	ou 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%	0	0%	4	100%	0	0%	4	4.00
Continue to purchase food from the location you visited.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
								Answe	red Que	stion	4	
		T						Skipp	ed Que	stion	0	
								Ove	erall Aver	age		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 with this location, how would you rate the overall dining area atmosphere?	0	0%	0	0%	3	75%	1	25%	0	0%	4	3.25
								Answe	red Que	stion	4	
								Skip	oed Que	stion	0	
								Ove	erall Aver	age		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%	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
							Į.	nswer	ed Ques	stion	4	
		, and the second						Skipp	ed Ques	tion	0	
								Ove	rall Aver	age		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
								Answe	red Ques	stion	4	
								Skipp	oed Ques	stion	0	
								Ove	erall Aver	age		3.50

Were you thanked after you paid?											
Answer	Response	%									
Yes	4	100%									
No	0	0%									
Total	4	100%									
Answered Question	4										
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	%	l 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%	0	0%	1	25%	3	75%	0	0%	4	3.75
Professional appearance of the staff.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
Being responsive to my questions and concerns.	0	0%	0	0%	2	50%	2	50%	0	0%	4	3.50
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%	0	0%	1	25%	3	75%	0	0%	4	3.75
								Answ	ered Que	estion	4	
								Skip	pped Que	estion	0	
								O	verall Ave	erage		3.56

What was the time of you	ur 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
								Answe	red Que	stion	4	
								Skip	ped Que	stion	0	
								Ove	erall Aver	age		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	%	l 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
								Answ	ered Que	stion	4	
								Skip	ped Que	stion	0	
								Ov	erall Ave	rage		3.40

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 menu overall?	0	0%	0	0%	2	67%	1	33%	0	0%	3	3.33
							Answ	vered (Question		3	
							Ski	pped (Question	, and the second	1	
							0	verall A	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	%	l 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
								Answ	vered Que	stion	3	
								Ski	pped Que	stion	1	
								0	verall Ave	rage		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	%	l 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
								Α	nswered Q	uestion	3	
									Skipped Q	uestion	1	
									Overall A	verage		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