This Service Analysis is intended to demonstrate the relationship between service quality and its overall impact on customer satisfaction. In this analysis, I am analyzing the average scores of each category. The categories are as follows:

Delivery Satisfaction Rating 1 – 5 Where 1 is extremely dissatisfied and 5 is extremely satisfied

Quality of Food Rating 1- 5 Where 1 is extremely dissatisfied and 5 is extremely satisfied

Delivery Speed Rating 1 – 5 Where 1 is extremely dissatisfied and 5 is extremely satisfied

Order Accuracy Yes/No

I am also analyzing the minimum and maximum scores of each category and comparing those scores to determine where improvements should be made.

On average each category scores around 3 (ratings are 1 – 5). However, if we focus on getting the order right the first time, those scores will increase. We can concentrate on accuracy by implementing a quality check before delivery. Quality checks can include making sure everything on the receipt is in the order, ensuring the food is still warm, and that any condiments the customer requested are also available. We can continue to survey the customers regarding their satisfaction and maybe add a space for feedback, then re-evaluate the results every 90 days.