



## Customer Satisfaction Questionnaire

We are constantly striving to provide a good food service. This survey is part of the process. Please help us to do this by completing this questionnaire.

1. How many times do you usually eat in the staff restaurant?

*More than three times a week*

2. When you eat in the staff restaurant, what type of food do you normally choose? (Tick each one as appropriate)

<i>starter</i>	<input type="checkbox"/>	<i>vegetables</i>	<input type="checkbox"/>	<i>desserts</i>	<input type="checkbox"/>
<i>hot main course</i>	<input type="checkbox"/>	<i>fried food</i>	<input type="checkbox"/>	<i>fresh fruit</i>	<input type="checkbox"/>
<i>vegetarian main course</i>	<input type="checkbox"/>	<i>salads</i>	<input type="checkbox"/>	<i>sandwiches</i>	<input type="checkbox"/>

3. Thinking about value for money, how would you describe the food in general?

*Good value for money* ☐ *reasonable* ☐ *bad* ☐

4. How would you describe the variety of foods on offer?

*excellent* ☐ *good* ☐ *fair* ☐ *poor* ☐

5. What improvements, if any, would you like to see in the variety of foods on offer?

6. Would you like more information about

	Yes	No
<i>the ingredients used in our dishes?</i>	<input type="checkbox"/>	<input type="checkbox"/>
<i>how our dishes are prepared and cooked?</i>	<input type="checkbox"/>	<input type="checkbox"/>

7. Please tick as appropriate

	Most of the time	Some of the time	Never
<i>I have to queue for a long time</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The restaurant is very clean</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The cutlery is clean</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The portion sizes are about right</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The staff are helpful</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The staff are well-presented</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>The general service is good</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>I can find a seat</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Are there any other comments you would like to make:

about the breakfast service? -----

about the lunch service? -----

generally? -----

9. Please supply the following details about yourself:

Age:            *under 16*        ☐                      *16-34*        ☐                      *35-44*        ☐                      *55*        ☐  
*and over*

Sex:            *male*        ☐            *female*        ☐

Type of work:    *managerial*        ☐            *administrative*        ☐            *clerical*        ☐            *manual*        ☐  
*student*                      ☐

Thank you for completing this questionnaire. Results will be treated in confidence.

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