

Staff / Customer Satisfaction Questionnaire

We are consistently striving to provide a good food service. This survey is part of the process. We need your help in completing this questionnaire.

Food in Staff Canteen

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

More than three times a week
Up to three times a week
Once a week
Never (Please specify why not)

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

Soup
Hot Main Course
Vegetarian Dish
Omelette
Sandwich
Baked Potato
Vegetables
Salad
Fatty and Fried foods eg. Chips, sausage rolls, potato skins / wedges
Home Baking
Other (Please specify)....

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

Good Value for Money
Reasonable
Bad
Please give reasons....

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

Excellent
Good
Fair
Poor
Please give reasons.....

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

6. If the following were introduced in the staff restaurant how likely would you be to try them?

Very Likely Quite Likely Quite Unlikely Very Unlikely

Low Fat Spread
Low Fat Yoghurt
Fresh Fruit
Exotic varieties of fresh fruit
Different types of bread eg wholemeal
Semi Skimmed milk
Jacket Potatoes with Healthy Choice Fillings
Salad Bar
Low fat, healthy choice dishes

7. Are you concerned about the types of food you eat? (ie. do you consider whether they are healthy for you)

Most of the time
Sometimes
Never

8. Would you like more information about

The ingredients used in our dishes?	Yes	No
How our dishes are prepared and cooked?	Yes	No

Eating Environment

9. Please tick as appropriate:

Most of the time Some of the time Never

I have to queue for a long time
The restaurant is very clean
The cutlery is clean
The portion sizes are about right
The staff are helpful
The staff are well presented
The general service is good
I can't find a seat

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

About the breakfast service?

About the lunch service?

Generally?

Please provide the following details about yourself:

Age:	under 16	16-34	35-54	Over 55
Sex:	Male	Female		