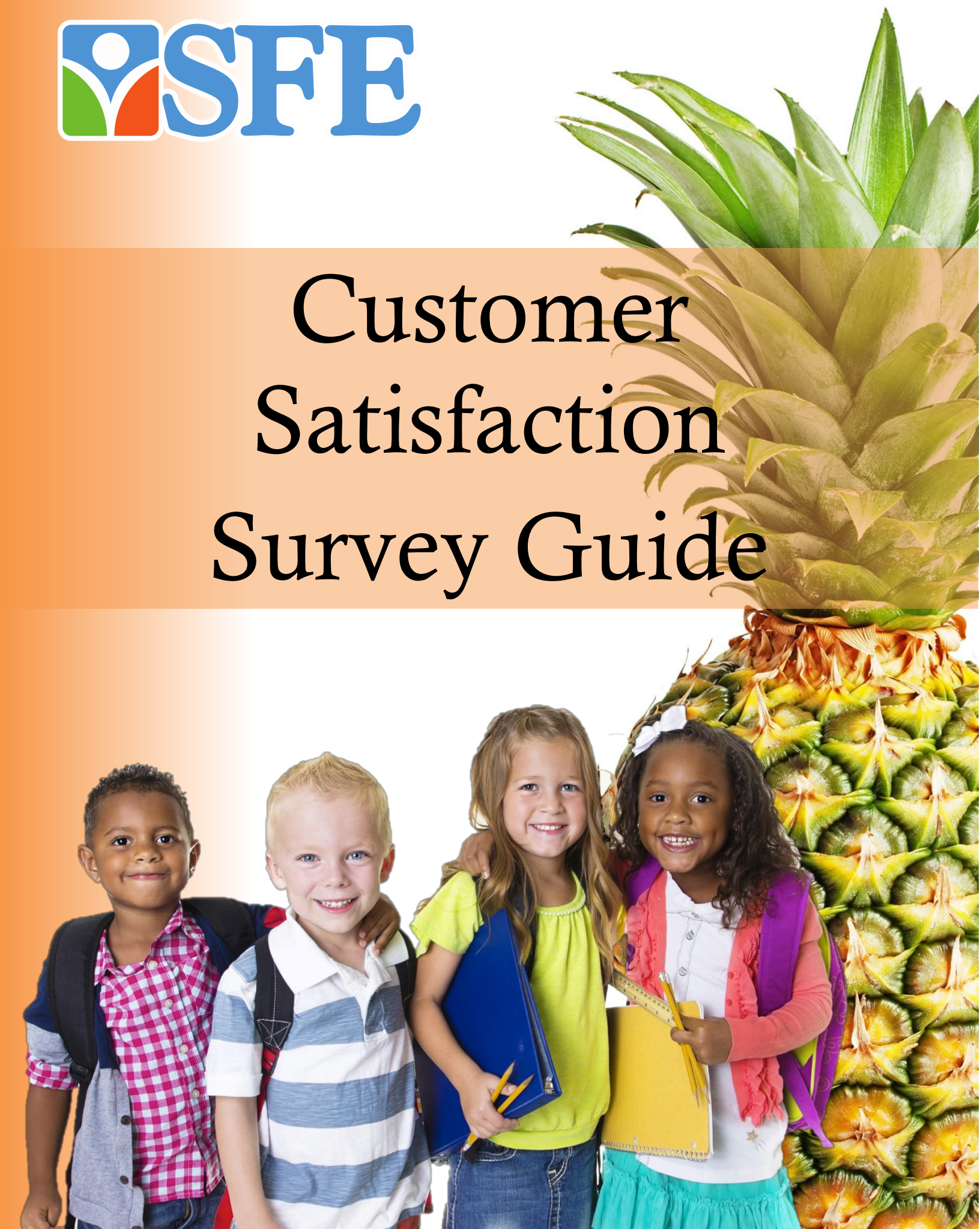
SFE

Customer Satisfaction Survey Guide







SFE Survey

Please tell us what you think...

Please put an "X" in the box that best describes how you feel about school breakfast and lunch.

1. Please tell us which grade you are in:

☐ 6th ☐ 9th ☐ 12th

☐ 7th ☐ 10th

☐ 8th ☐ 11th

2. How often do you eat at school?

BREAKFAST

☐ Everyday ☐ 2-3 Times a week ☐ Once a week ☐ Once a Month

LUNCH

☐ Everyday ☐ 2-3 Time a week ☐ Once a week ☐ Once a Month

3. Please tell us what you think...

DOES THE FOOD TASTE GOOD?

☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree

IS THE FOOD COLD AND HOT WHEN IT'S SUPPOSED TO BE?

☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree

IS THERE PLENTY OF VARIETY TO CHOOSE FROM?

☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree

DOES THE SALAD BAR HAVE ALL YOUR FAVORITE, FRESH ITEMS?

☐ Strongly agree ☐ Agree ☐ Don't know ☐ Disagree

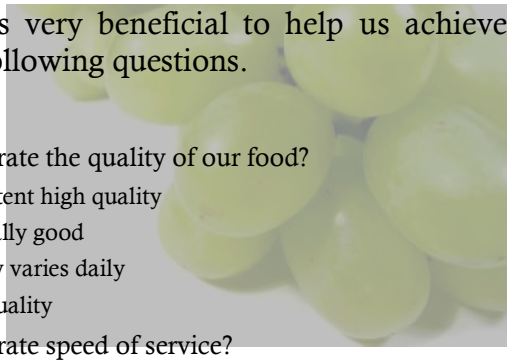
Tell us what your favorite breakfast and lunch items are:

_____

_____

_____

Our goal at SFE is to meet your food service needs. Your feedback is very beneficial to help us achieve *excellence*. Thank you in advance for taking a few moments to answer the following questions.



How often do you eat at the school cafeteria?

- ☐ Every day
- ☐ 4 or 5 times a week
- ☐ 3 or fewer times a week
- ☐ First time

How would you rate the quality of our food?

- ☐ Consistent high quality
- ☐ Generally good
- ☐ Quality varies daily
- ☐ Poor quality

How would you rate the presentation of the food and marketing?

- ☐ Consistent high quality
- ☐ Generally good
- ☐ Quality varies daily
- ☐ Poor quality

How would you rate speed of service?

- ☐ Friendly and efficient
- ☐ Average
- ☐ Varies on each visit
- ☐ Slow service

How would you rate the cafeteria staff?

- ☐ Friendly and helpful
- ☐ Average
- ☐ Varies on each visit
- ☐ Poor service

How would you rate our menu variety?

- ☐ Lots of nutritious offerings
- ☐ Sufficient selections
- ☐ Varies on each visit
- ☐ Poor selections

Additional Questions

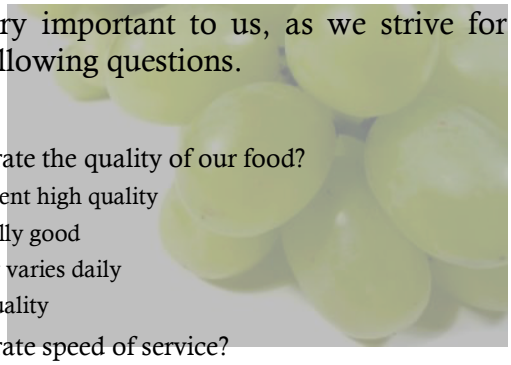
What can we do to enhance or improve the food service program? _____

_____

_____

May we contact you? Yes or No (circle one)

Our goal at SFE is meet your food service needs. Your feedback is very important to us, as we strive for *excellence*. Thank you in advance for taking a few moments to answer the following questions.



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_____

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How May We Help You?

Please take a moment to help us improve our foodservice. Our goal at SFE is to understand and fulfill your foodservice needs. As we strive for excellence, we would like to hear from you. Please take a moment and complete the following questionnaire.

Product Quality, Service and Environment

How often do you eat at the school cafeteria?

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Additional Questions

What can we do to enhance or improve the food service program?

_____

_____

What information regarding the food service program might be useful to you or parents?

_____

_____

Would you like to beet with SFE to discuss your food service program in more detail?

_____

_____

About You (optional)

Name _____ E-mail _____

Address
City, State,
ZIP Code _____

Phone

Thank you for your participation!







Survey

Please tell us what you think...

Please circle the answer that best describes how you feel about school breakfast and lunch.

1. Please circle which grade you are in:

Kindergarten 1st Grade 2nd Grade 3rd Grade

4th Grade 5th Grade

2. How I like school breakfast: (circle one)



3. How I like school lunch: (circle one)



4. Please tell us what you think... (circle one)

DOES THE FOOD TASTE GOOD?

 **YES!**  **It's OK**  **NO!**

IS THE FOOD COLD AND HOT WHEN IT'S SUPPOSED TO BE?

 **YES!**  **It's OK**  **NO!**

DOES THE SALAD BAR HAVE ALL YOUR FAVORITE, FRESH ITEMS?

 **YES!**  **It's OK**  **NO!**

Tell us what your favorite breakfast and lunch items are: