

Eurest Dining Customer Satisfaction Survey

July 2009

Bank of America Location:	Bytes Café - 13663
Manager:	John Gkanios

Results from the 2009 Café, Catering and Vending Survey are completed! Listed below is the action plan that your Café will deliver to address your comments and sustain our upward trend in BAC Associate satisfaction.

5 ways you can reach us:

Café Manager:

Web comments: <http://go.compass-usa.com/boa/content/home.asp>

Café Comment Hot line: 877-857-2233

Vending Hot line: 800-747-8363

Vending Email: Gethelp@bestvendors.com

	2007 Scores	2008 Scores	2009 Scores	2009 Actions for Improvement	Time Table and Who is Responsible
Key Result Area Café					
Staff Appearance	94	90	97	Staff is being monitored for full, clean uniforms daily	General Manager and all staff
Cleanliness of the serving area	96	90	97	Continue to focus on sanitation in the servery - follow master cleaning schedule daily	All Staff
Staff being friendly and courteous	88	81	93	Completed a FOH staff meeting - Will schedule customer service trainings every quarter	General Manager and all staff
Cleanliness of the dining area	95	89	96	Continue to focus on sanitation - follow master cleaning schedule daily	General Manager and all staff
Speed of Service	81	74	88	Three cashiers during busy times - Review daily during MOD	General Manager and all staff
Presentation of the food	91	84	93	Continue to focus on presentation to enhance freshness and color.	General Manager, Chef and line servers
Overall quality of food and beverage items	81	66	77	General Manager and chef will taste different foods daily before service to ensure highest quality.	General Manager, Chef, all staff
Overall variety	79	65	74	We will continue to tailoring our menu selection according to customer requests. Increase variety at International station, feature Indian food in the rotation.	General Manager, Chef
Temperature of the food	81	67	84	Temperature of the food is being checked at scheduled times - will continue to track and monitor according to QA standards.	All STAFF
Taste of the Food	75	55	74	General Manager and chef will taste different foods daily before service to ensure highest quality.	General manager and Chef
Ease of submitting feedback/comments			84	Have started a new feedback mechanism with Zipthru Connect Program	General manager and Chef
Knowledge of Food Service offerings			94	Have started sending daily menus with Zipthru Connect Program. Upgraded the signage	General manager and Chef
Average Score	86	76	88		
Key Results Area - Catering					
Timeliness of order delivery	88	87	96	Continued focus on timeliness of delivery. Orders are leaving the kitchen 15 minutes prior to scheduled times.	All Staff
The Zip thru ordering process	90	84	94	Providing assistance to associates who are having trouble ordering from ZipThru website	General Manager, Tim MacIntyre
Overall quality of food and beverage items	89	74	88	Working with clients to tailor menus according to their needs and budgets	General manager and Chef
Professionalism of catering staff	93	90	96	Continued focus in this area - Great job!	All Staff
Taste and flavor of catered food	92	74	90	Continue to taste all catering foods - use recipes for consistency.	All Staff
Variety of menu selections	88	75	89	Working with clients to tailor menus according to their needs and budgets	General manager and Chef
Ease of submitting feedback/comments			91	Continue to provide comment cards for easy feed back - post BAC website information	General Manager
Timeliness of order pickup			97	continue to track and monitor - great job!	All Staff
Average Score	90	81	93		
Key Results Area - Vending					
Overall Quality of Food and Beverage Items	83	71	81	Continue to expand the variety and rotate new items	10/1/09 - Customer Service Manager
Variety of the Products	72	62	75	Review slow selling items and replace with new selections	10/1/09 - Customer Service Manager
Range of Healthy Options	49	57	63	Focus on better visibility for Balanced Choice items through enhanced merchandising.	10/1/09 - Customer Service Manager
Well Stocked Machines	65	68	76	Continue to review route scheduling on a daily basis	10/1/09 - Customer Service Manager
Clean Vending Machines	81	79	94	Continue to execute the sanitation process	10/1/09 - Customer Service Manager
Working Vending Machines	64	57	77	Continue to execute the preventative maintenance process. Respond immediately to all customer service calls regarding machine issues.	10/1/09 - Customer Service Manager
Ease of Obtaining a Refund	53	50	64	Ensure all Vending machines have the refund policy clearly posted.	10/1/09 - Customer Service Manager
Ease of Submitting Feedback/Comments			71	All Vending areas have comment cards available - Canteen General Manager, Customer Service Manager and route driver review comment cards to deliver better customer service.	10/1/09 - Customer Service Manager
Average Score	67	63	75		