

Eurest Dining Customer Satisfaction Survey

July 2009

Bank of America Location:	18553 - Charlotte Outtakes
Manager:	William MacKinnon

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

	2009 Scores	2009 Actions for Improvement	Time Table and Who is Responsible
Key Result Area Café			
Staff Appearance	100	Will continue to audit uniforms and employee appearance to high standards	General Manager and all staff
Cleanliness of the serving area	100	We have employed a daily cleaning schedule and will continue using it. We clean as we go.	All Staff
Staff being friendly and courteous	100	We will continue our customer service trainings and keep our staff informed of daily offerings	General Manager and all staff
Cleanliness of the dining area	100	The dining room is included on our job assignments and cleaning schedules	General Manager and all staff
Speed of Service	93	We will offer more grab and go items for for bank associates and work with cashier for speed of service	General Manager and all staff
Presentation of the food	97	Rotation and service flow changes help us to keep the food presentation exciting	General Manager, Chef and line servers
Overall quality of food and beverage items	92	We are now using proven great tasting recipes. We will be soliciting specific feed back for our menu items to determine what items appeal to our customers	General Manager, Chef, all staff
Overall variety	85	Survey results show Bank Associates would like more healthy choices and comfort food and vegetarian. We will add more of these items to the menu	General Manager, Chef
Temperature of the food	97	We will continue to batch cook and prepare items as associates arrive	All Staff
Taste of the Food	93	We are now using proven great tasting recipes. We will be soliciting specific feed back for our menu items to determine what items appeal to our customers	General manager and Chef
Ease of submitting feedback/comments	97	Please continue to visit our web site or call the 800 number for commenting about our services. In addition we have comment cards available.	General manager and Chef
Knowledge of Food Service offerings	100	We will continue to train our associates in there ability to communicate the offerings they are serving.	General manager and Chef
Average Score	96		
Key Results Area - Catering			
Timeliness of order delivery	100	Confirm with requestor the time of delivery	All Staff
The Zip thru ordering process	100		General Manager, Tim MacIntyre
Overall quality of food and beverage items	100	Will make sure selections are seasoned and prepared. Food will come with delicious seasonal sides.	General manager and Chef
Professionalism of catering staff	100		All Staff
Taste and flavor of catered food	100	Review with chef and taste test	All Staff
Variety of menu selections	100	Always's remind requestor we can customize menu as needed	General manager and Chef
Ease of submitting feedback/comments	100	Confirm contact information available and visable	General Manager
Timeliness of order pickup	100	Confirm with requestor the time of pick up	All Staff
Average Score	100		
Key Results Area - Vending			
Overall Quality of Food and Beverage Items	91	Continue to expand the variety and rotate new items	10/1/09 - Customer Service Manager
Variety of the Products	78	Review slow selling items and replace with new selections	10/1/09 - Customer Service Manager
Range of Healthy Options	62	Focus on better visibility for Balanced Choice items through enhanced merchandising.	10/1/09 - Customer Service Manager
Well Stocked Machines	75	Continue to review route scheduling on a daily basis	10/1/09 - Customer Service Manager
Clean Vending Machines	100	Continue to execute the sanitation process	10/1/09 - Customer Service Manager
Working Vending Machines	92	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	92	Ensure all Vending machines have the refund policy clearly posted.	10/1/09 - Customer Service Manager
Ease of Submitting Feedback/Comments	90	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	85		