

Overall Catering Questionnaire Feedback

Total Number of responses = 92

Question 1

Have you used the Catering Facilities in CitySpace?

Yes – several times a week	0
Yes - a few times a month	11
Yes – a few times overall	38
once	6
No – Never	23

Question 2

Which of the following describes how you use the catering facilities? (Tick the choice that you do most frequently)

Take away	10
Eat in	46
Use as a meeting space with food/drink	8
Use as a meeting space without food/drink	10
Hospitality Collection	0

Question 3

Are the catering facilities open at a time that suits your needs?

yes	68
no	7

If no please give reasons for your answer:

Hot food should be on for longer.

Open on a night time (after night classes).

Question 4

What time do you usually visit the catering facilities?

Before 11am	11.00am-2.00pm	After 2pm	After 6pm
5	54	8	4

Question 5

What is your opinion of:

	Excellent	Good	Satisfactory	Poor
Range of Food offered	10	32	14	11
Quality of Food	11	36	9	10
Presentation of Food	13	33	15	5
Value for Money.	4	22	11	27
Speed of Service	7	37	13	8
Ambience	11	45	6	3

Types of food you would like to see in the future

- Panini's, request for homemade food such as Spaghetti Bolognese.
- More traditional food requested, more healthy vegetarian choices, more international cuisine.
- Bigger variety of food, more healthy choices.
- Curry
- Egg Fried Rice
- Pizza
- Mince and dumplings
- Sausage Casserole

Question 6

In your opinion how do you rate the prices of the food and drink offered at the catering facilities?

	Reasonable	About the price you would expect to pay for Fair, Ethical Sustainable products.	Expensive.
Drinks	16	22	25
Food	8	25	29

Question 7

How many times in an average week do you use each of the following outlets?

	None	Once	Up to 5	More than 5	More than 10
Greggs – Gateway	13	30	16	1	0
OBriens – Priestman	59	8	6	1	0

Question 8

Typically, what would you spend on your main meal on site and off site?

Less than £1	0
£1 to £1.50	2
£1.51 to £1.99	11
£2.00 to £2.49	26
£2.50 to £2.99	14
More than £3.00	25

About you

staff	student	visitor
34	39	1

Male	Female
29	25

18 -25	26-35	36-45	46 – 55	55+
27	19	12	6	4

General Comments

- Food Court has a clinical look.
- Coffee tastes bitter.
- Hot drinks poor.
- Colour scheme not relaxing.
- Sausage is poor quality.
- Lack of clean tables.
- Staff seen to knowledge of products, what is served with what and unsure of the tills.
- Add a drink to the 99p breakfast deal.
- Paid £1.80 for a bacon sandwich and got 1 rasher of bacon.
- Staff being too slow on tills and the layout of Cityspace causes a queue which by the time you are served the food can be cold.
- Service slow.
- Expensive.
- Jacket potatoes should be served with salad (free of charge).
- Seems to be short staffed all the time.
- Food choices too limited.

