



Cafeteria Feedback

Survey Edition Results and Feedback from the recent Cafeteria Survey. Thanks for participating!

Overall Cafeteria experience: – Very good or excellent: 61%; Good 22%; OK or not what I expected: 17%; Disappointed 0%

We asked guests who thought the Cafeteria was just OK or not what they expected, what we could do to improve their experience? Of the people that responded that way: 26% want more Native American food; 26% want better value for their money; 18% seek faster service; and another 18% are looking for better variety and/or healthier menu choices.

Breakfast use: – More than once per week: 31%; once in awhile: 39%; Never 30%

Lunch use: – More than once per week: 63%; once in awhile: 35%; Never 2%

Java City use: – More than once per week: 24%; once in awhile: 36%; Never 40%

Vending: – More than once per week: 3%; once in awhile: 15%; Never 83%

Other place to eat breakfast: – 71% eat at or bring something from home; 11% fast food; 6% never have breakfast; 6% not that day

Other place to eat lunch: – 49% bring something from home; 42% go out or home for lunch

On any given day, why not use the Cafeteria: – 29% bring food from home; 20% money; 10% off site/too far; 13% going out; 17% menu/diet; 10% don't have time or too busy

Value for price paid: – 80% Satisfied to Very Happy

Customer Service: – 98% Satisfied to Very Happy

Speed of Service: – 90% Satisfied to Very Happy

Variety of Offerings: – 89% Satisfied to Very Happy

Food Quality: – 91% Satisfied to Very Happy

Cleanliness & Sanitation: – 96% Satisfied to Very Happy

Availability of Management: – 99% Satisfied to Very Happy

Management Responsiveness: – 98% Satisfied to Very Happy

Marketing & Promotions: – 96% Satisfied to Very Happy

Cafeteria Website: – 99% Satisfied to Very Happy

Catering: – Satisfied to Very Happy with: Value 77%; Customer Service 100%; on time 94%; Short Notice Response 100%; Menu 94%; Food Quality 94%;

Station Satisfaction: – Satisfied to Very Happy with: Java City 95% (of those who drink coffee); Grill 90%; Hot Entrée 93% Exhibition 97%; Desserts 96%; Deli 97%; Cashiers 94%

Feedback Responsiveness: – Of customers who left contact information, 97% received a prompt response and 90% understood and/or were satisfied with efforts to resolve their concerns.

We received 223 specific, written comments and/or suggestions. Among those, guests are asking for: 15.6% want an increase in Native American and/or “museum” menu items; 11.6% seek a better Salad Bar and/or healthier choices; 9.8% want lower prices; 8.1% faster service; 7.8% improved food quality; 5.2% want a better value and/or variety of menu; 5.2% specifically said “thanks, you’re doing a great job.”

Specific Comments, Suggestions, Questions and/or Kudos & Klouts (Most from the Survey)

- **You're never going to please everybody....surveys are a waste of time and e-mail space! (Duly noted. Thanks for the input!) ☺**
- Toaster is too slow (*plans are in the works for a faster conveyor-type toaster. Watch for it soon*)
- Morning hot cereals are sometimes soupy (*we are working on consistency in preparation. Thanks for your patience. We'll do better*)
- Need coupons or frequency reward programs (*we have prepared coupons for August. Watch for frequency rewards in the future*)
- Need salt & pepper shakers (*Great idea! They are now available at each table in the Cafeteria. Packets still available for carry outs*)
- Thanks for mugs & recycle bags. Can we buy them? (*Yes, they are on sale in the Cafeteria*)
- Can we get mustard packets (*done*); Want chicken or salmon for my salad (*coming Aug. 10th*)
- Salad bar needs to be bigger (*New and improved, Aug. 10th*)
- Thanks for the grab 'n go breakfast burros. What a time saver! (*You're welcome*)

Please get pour sugar containers
Self-serve coffee; reduce wait time
Minute Maid Lite Lemonade at fountain
Regular \$5 or less value meals
More low fat dressings; oils & vinegars
French Dip Roast Beef sandwich
Wrapped Grab 'n Go Burgers
Bread/Rolls for Soups/Stews
Stir Fry like Genghis Grill
Better variety at Kiosk (candy bars,
Granola bars, nuts, string cheese)
Native American station every day
PLEASE bring back Fry Bread & Tortillas
Prime Rib or Steak once in awhile
More BBQ!!!
Nutrient boosters for Smoothies!

Ticket system to speed up grill
Music in the cafeteria
Food is too spicy hot
Soup is way too bland – more spices
Too confusing; lines tangle
Too much cholesterol; sauce
Java City is genius! Great!
Java City sucks. Get Starbucks.
Glad community members working there
More fresh bread like Subway
Sun Room is too noisy for meetings
Catering is very good.
Lower refill prices
Have free refills all day!
Need smaller desserts, lower prices
Let's have a buffet

Open for afternoons and nights
Simplify the menu – too fancy
Bring back the upscale menu items
More diabetic offerings
Serve ice cream – not frozen yogurt
More pasta items
More grilled, less fried
Cottage cheese at the salad bar
Have tamales
Don't let stuff run out – like lemons
More free samples besides just pizza
It's just too far away; too hot to walk
Very disorganized and inconsistent
Too much salt/sodium in foods I've tried
Food is too bland. At least add salt.
Need more promotions.

Praise for the Cafeteria Staff:

“Everyone’s doing an outstanding job. Keep up the good work” – 16 similar comments

Eleven guests singled out the cashiers; nine people named the “Java City girls”; Meredith McComish (the ARAMARK catering manager) and cashier Shirley Canner received four compliments each. Rosemary Miles (deli), Richard Luna (grill), and David Nash (grill) received three each.

To submit your feedback:

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...

2. Go on the SRPMIC intranet home page. At the bottom of the right column, click on the link that says “Two Waters Cafeteria”. On the next page, click on “Two Waters Cafeteria.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...

3. E-mail Paul.Johnston@srpmic-nsn.gov