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Thank you to everyone who took part in this year’s Catered Accommodation survey.

Within this report you will find an overview of the results of the survey and the actions we will be undertaking from our findings.

Introduction
We carry out an annual survey as part of our promise to monitor the performance and quality of our Catered Accommodation and Meals in Advance Deal packages at the University of York, with the goal of delivering the best possible service for all of our customers.

This year’s survey was sent out to 1054 students living in Catered Accommodation and to 79 members of the Meals in Advance Deal. We had a response of 495 survey submissions (456 Catered Accommodation and 39 Meals in Advance Deal) which is an increase of 5% over last year’s participation numbers.

As in the 2016/17 survey, the majority of responses came from Roger Kirk Centre (Galleria Restaurant) with 208 responses, this is slightly down on last year’s responses for this outlet, however still relates to 42% of the total responses received. Vanbrugh Dining had the second most responses with 154 (31% of the total responses), up from 98 last year. Derwent Dining received 133 responses (27% of the total responses), down by 20 responses from last year.
**Net Promoter Score**

Within the survey we asked all respondents the question “On a scale of 0 to 10 how likely are you to recommend Catered Accommodation/Meals in Advanced to a colleague or friend?” from this question we are able to determine how many individuals are active promoters of the business (scores 9 and 10), how many individuals are passive (7 and 8) and how many individuals are detractors (0-6). From this we are able to calculate a net promotor score for the service. The net promoter score ranges from -100 to 100, the higher the number the better.

The overall net promoter score for both Catered Accommodation and Meals in Advance Deal came out at -3, this means we currently have more detractors than promoters of the service, this is an improvement on last year’s score of -8. Catered Accommodation measured individually also came out with a score of -3 (last year’s score -9.) Meals in Advanced Deal however had a net promoter score of -11 (last year’s score 13) when measured individually. We also measured the individual outlets, Derwent Dining scored highest with a score of 6 (last year’s score -10), Roger Kirk Centre – Galleria Restaurant scored -3 (last year’s score -3) and Vanbrugh Dining scored worst with -12 (last year’s score -15.)
Section One – About You

In the first section of the survey we asked questions about the reasons behind student’s choice of Catered Accommodation and the Meals in Advanced Deal.

The first question asked was, “What is the main reason you chose Catered Accommodation?” The main reason for both groups of customers was for convenience, which is a trend we also saw last year. This percentage however has dropped compared to 2016/17 among members of the Meals in Advanced Deal. Within the Meals in Advanced Deal the next most popular answer was the lack of ability to cook at 18% (which has dropped from last year) followed by help with budgeting. Within Catered Accommodation the next most common reason was “Other” which was mainly students who come through clearing who had no other options, followed by help with budgeting and the inability to cook. This is a very similar trend to what we saw in last year’s results.

[Bar chart showing reasons for choosing Catered Accommodation and Meals in Advanced Deal]
The next questions we asked were about the room preferences when applying for accommodation at the University and whether or not the experience of Catered Accommodation would change this preference if they reapplied for accommodation. We asked “Was catered accommodation your first choice?” and “If you were applying for accommodation again now, would you choose a catered room?” In the first question, 51% said yes that Catered Accommodation was their first choice, this increased to 59% when asked if they would choose a Catered Accommodation if they were applying again. This shows that 8% of respondents would now choose Catered Accommodation as their first choice, this is an increase of 7% on last year. In the second question the amount who said they would be happy in a self-catered or a Catered Accommodation room also rose by 3% to 23%. The amount that answered no decreased by 12% to 17%, showing a positive trend after customers have experienced Catered Accommodation or Meals in Advance Deal.

Was catered accommodation your first choice?
- Yes: 51%
- No: 17%
- I was happy to be in either a catered or self catered room: 22%

If you were applying for accommodation again now, would you choose a catered room?
- Yes: 59%
- No: 17%
- I was happy to be in either a catered or self catered room: 24%
Section Two – Administration
The next set of questions we asked were regarding the administration process of Catered Accommodation and Meals in Advance Deal. We asked individuals to rate certain aspects of the administration service they had received on a scale of 0 to 10, zero being dissatisfied and ten being extremely satisfied.

The results of this are mainly down on last year’s results. Satisfaction with the speed of response to queries/problems during the term has fallen to 7.5 for Catered Accommodation and 7.9 for Meals in Advanced (average of 7.75) previously this was scored at 8.1 for Catered Accommodation and 8.5 for Meals in Advanced (average of 8.3). Similarly, the scores are lower for speed of response to queries/problems before signing up to the scheme. These fell from 8.1 for Catered Accommodation to 7.7 and from 8.9 for Meals in Advanced to 8.2, meaning that the average fell from 8.5 last year to 7.95 in this year’s results. This shows a drop in satisfaction with the speed of responses throughout the entire process since last year by 0.55. The next area we asked individuals to grade was the ease of initial payment into the scheme. This again has fallen since last year, Catered Accommodation was rated 8.2 in comparison to 8.9 in the previous year and the Meals in Advance Deal was rated 7.5 in comparison to 8.4 in the previous year, this is an average drop of 0.8 compared to last year.
Section Three – Catering

The final section of the survey was focused on the quality of the catering services received across all of Catered Accommodation and Meals in Advanced Deal.

Breakfast

Breakfast is served across all of the Catered Accommodation sites Monday to Friday between 08:00 and 10:30, as well as Fairfax House (for some Vanbrugh students). We asked the customers of all of these outlets to rate the following aspects from 0-10.

How satisfied are you with the following aspects of breakfast service?

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Derwent Dining</th>
<th>Roger Kirk Centre - Galleria Restaurant</th>
<th>Vanbrugh Dining</th>
<th>Fairfax House</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Food</td>
<td>6.8</td>
<td>5.2</td>
<td>7.3</td>
<td>6.8</td>
</tr>
<tr>
<td>Menu Variety</td>
<td>6.2</td>
<td>6.2</td>
<td>6.8</td>
<td>6.2</td>
</tr>
<tr>
<td>Size of Portions</td>
<td>7.3</td>
<td>6.2</td>
<td>6.9</td>
<td>6.2</td>
</tr>
<tr>
<td>Opening Times</td>
<td>7.9</td>
<td>7.9</td>
<td>7.2</td>
<td>6.8</td>
</tr>
<tr>
<td>Overall Satisfaction</td>
<td>6.6</td>
<td>6.6</td>
<td>6.6</td>
<td>6.8</td>
</tr>
</tbody>
</table>

Overall it is clear to see that customers who have their breakfast at Vanbrugh Dining are the most satisfied and Fairfax House customers are the least satisfied with Roger Kirk Centre and Derwent Dining both being fairly even in the middle. From last year the satisfaction levels have dropped for the overall quality of the breakfast service from 7.2 last year to 6.6 this year, and very slightly dropped with satisfaction of opening times from 7.2 last year to 7.1 this year. Customers scored both menu variety (average rating 6.3) and the size of portions (average rating 7.2) the same as they did last year.

What are we doing:

You Said: One glass of juice with breakfast is not enough.
We Did: You can now top up your glass of juice as much as you want during breakfast.

You Said: There is not enough variety at Fairfax House.
We Did: The breakfast offer is being reviewed with more choice to be added in the near future.
Dinner Service
Dinner service is served across all three Catered Accommodation sites Monday to Friday between 17:00 and 19:30. All students who eat breakfast at Fairfax House transfer to Vanbrugh Dining for dinner service. We asked the customers to rate the same elements of dinner service 0–10 as we did for breakfast service.

How satisfied are you with the following aspects of dinner service?

The overall satisfaction levels for dinner service show that Derwent Dining customers are most satisfied followed by Vanbrugh Dining customers and finally Roger Kirk Centre – Galleria Restaurant customers, however satisfaction levels across all three outlets are very close. In comparison to the previous year’s satisfaction levels have risen for the quality of food (from 6.5 last year to 6.6) and for the size of portions received (from 7.2 last year to 7.2.) Satisfaction levels have remained the same as last year for menu variety at 6.8 out of 10. The only element to have fallen in the dinner service in comparison with last year’s survey is dinner service opening times, which has fallen from 8.0 last year to 7.5 this year.

What are we doing:
You Said: We see the same things on the menu over and over again.
We Did: We are introducing changes into the menu cycle for summer term, including new themed nights.

You Said: Portion sizes can be inconsistent
We Did: Service standards have been reviewed to ensure consistent portion sizes are given out.

You Said: When I have a late lecture there is not much choice left when I arrive for dinner.
We Did: We are reviewing our production procedures so popular dishes can be monitored and the quantity produced can reflects the demand

You Said: I would like to see some healthier options to chips and potatoes.
We Did: We will be introducing wholegrain products, you will also be able to help yourself to the salad bar as a side with your main.
Staff and Facilities

Customers were also asked to rate their overall experience of interacting with the staff and the facilities over both breakfast and dinner service, again we asked them to rate the following elements on a scale of 0 - 10.

How satisfied are you with the following aspects of service?

Overall the customer satisfaction levels with the staff and facilities are high, out of the outlets Vanbrugh Dining performed the best with an overall satisfaction score of 8.4, the Roger Kirk Centre – Galleria Restaurant scored 8.2 and Derwent Dining scored the lowest with an overall satisfaction score of 8.0. In comparison to last year the satisfaction levels have dropped slightly for cleanliness of facilities (falling from 8.4 to 8.2) speed of service (falling from 8.3 to 8.2) and staff efficiency (also falling from 8.3 to 8.2.) Staff friendliness has increased however in comparison to last year with an overall satisfaction score of 8.4 up from 8.2 last year.

What are we doing:

You Said: The staff are extremely friendly and helpful.
We Did: Thank you very much on the behalf of all of our staff, we have passed on all of your lovely comments.
Dietary Requirements
It is important to us to that we meet the dietary requirements of all our customers and we pride ourselves on our versatility to be able to cater for all. Therefore we asked our customers if we have managed to meet this any dietary requirements they have.

If you have any specific dietary requirements, have we managed to meet your needs?

![Pie chart showing 74% Yes and 26% No]

*Data taken from 135 customer responses to this question*

This question was answered by a total of 135 customers in the survey. 74% of these customers felt that their dietary requirements had been met whilst they were in Catered Accommodation/Meals in Advanced Deal. This leaves 26% of these customers feeling that their needs were not met, which has risen from 15% in the previous year (from 105 responses.) From the comments we received this seems to be partially due to an increase in the amount of vegan customers and the range of options that are available for this customer base.

What are we doing:
You Said: The vegan options are limited.
We Did: A more comprehensive choice of vegan dishes has been added, including vegan fillings for the jacket potatoes and vegan desserts. New signage will help you easily identify which dishes are vegan.

You Said: My diet has not been catered for effectively.
We Did: Please make sure you contact the supervisor if you feel your dietary needs are not been met or if you are considering adopting a new diet.
Themed Menus
During term time we offer themed menus during dinner service to our customers. We like to ensure that we fairly represent the preferences of the majority of the customer base. Therefore, we have asked which themed nights they would like to see appear on the menus in our outlets.

Which of the following themed menus would appeal to you?

The most popular themed nights are Italian (301), Christmas (292), BBQ (272), Mexican (268) and Curry (249) all of which are nights which we do regularly hold during term time. Customers also expressed interest in other nights such as roast dinner, American, York Street and French.