Thank you for taking the time to complete the Catered Accommodation Survey for 2015/2016. Within this document you will find an overview of the responses and the actions that we will take from the results.

The background

Following our promise to monitor Catered Accommodation performance, here are the results of the 2016 Survey.

Prize draw winner

Thank you to everyone that completed our survey. We have notified the prize draw winner.

Who did we send the survey to?

Students were referred to the online survey by staff in each of the participating outlets. You could also collect a printed version of the survey to complete in your catered outlet.

We received 155 responses in total which is down on last year’s 224 responses.

Report Summary

In total there were 155 responses to the survey. 43% of which were male and 54% were female and 2% preferred not to say.

The Majority of the responses from the Catered Accommodation survey eat in Derwent Dining Hall (51%), secondly the Roger Kirk Centre Galleria Restaurant (43%) and only 5% at Vanbrugh Food Court.
Why did you take the Catered Accommodation Option?

The survey asked why customers had chosen to be part of the Catered Accommodation option with the following answers to choose from:

- Help with budgeting
- Convenience
- Can't Cook
- Parents Contribution
- Lack of catering...
- Other reasons

The majority of individuals answered option two – for convenience with 64%.

For those that answered ‘Other reasons’, the main reason was that there was no self-catered accommodation left to choose from.

Other reasons that were given were that it is a more ‘sociable’ option allowing customers to meet new people and arrange dinners together.
How satisfied are you with the administration?

1. **Ease of initial payment into scheme:**
   64% of customers are either satisfied or 44% very satisfied. Just 2% said they were very dissatisfied.

2. **Card collection procedure:**
   66% of customers are satisfied or 38% very satisfied. Less than 1% said they were very dissatisfied.

3. **Speed of response to queries / problems prior to signing up to the scheme:**
   37% of customers are satisfied or 21% very satisfied. 61% of respondents answered that this question was not applicable.

4. **Speed of response to queries / problems during the term:**
   41% of customers are satisfied or 22% very satisfied. Less than 1% were very dissatisfied. 54% of respondents answered that this question was not applicable.

When respondents were asked the following question; if the above questions were important to them, on average over 61% of respondents answered that all were important. The most important being question 4 with 68%. The most unimportant was question 3 with 3%.

**You Said, We did…**
All comments and ideas which were suggested have been passed onto the Head of Hospitality for consideration.
5. How satisfied are you with the catering at breakfast?

The survey asked customers to indicate whether they were:

- very dissatisfied
- dissatisfied
- neither dissatisfied nor satisfied
- satisfied
- very satisfied

for each of the following areas of the breakfast catering:

1. **Food quality**
   70% of customers are either satisfied or very satisfied.
   11% of respondents are dissatisfied or below with 15% not stating either way.

2. **Menu variety**
   55% of customers are either satisfied or very satisfied.
   24% of respondents are dissatisfied or below. 16% selected neither dissatisfied nor satisfied.

3. **Portion size**
   65% of customers are either satisfied or very satisfied with the portion sizes.
   18% of respondents are dissatisfied or below with 13% not stating either way.

4. **Breakfast opening times**
   73% of customers are satisfied or very satisfied with the opening times for breakfast service.
   13% stated that they are dissatisfied or below with 8% selecting neither dissatisfied nor satisfied.

Respondents were asked how important the above points were in the breakfast service. Point number 1 - food quality, was selected as being the most important with 94%.

The next most important selected was the portion size at 83%. With only 65% of customers stating they are satisfied or very satisfied, this will be investigated into further by the Head of Hospitality and Executive Head Chef.
6. How satisfied are you with the catering at dinner?

The survey asked customers to indicate whether they were:

- very dissatisfied
- dissatisfied
- neither dissatisfied nor satisfied
- satisfied
- very satisfied

for each of the following areas of the breakfast catering:

1. **Food quality**
   - 45% of customers are either satisfied or very satisfied.
   - 31% of respondents are dissatisfied or below with 20% not stating either way.

2. **Menu variety**
   - 50% of customers are either satisfied of very satisfied.
   - 20% of respondents are dissatisfied or below. 17% selected neither dissatisfied nor satisfied.

3. **Portion size**
   - 59% of customers are either satisfied or very satisfied with the portion sizes.
   - 23% of respondents are dissatisfied or below with 14% not stating either way.

4. **Dinner opening times**
   - 74% of customers are satisfied or very satisfied with the opening times for dinner service. 12% stated that they are dissatisfied or below with 10% selecting neither dissatisfied nor satisfied.

25% of customers were less satisfied with the food quality at dinner than that mentioned at breakfast.

The food quality again proved to be the most important section for customers for the dinner service scoring 98%.

Menu variety was second with 83%. Opening times came in with 82% and portion size at 79%.
You said, we did…

When asked if respondents had any further comments to make on this area, 62 comments were received. All comments and ideas which were suggested have been passed onto the Head of Hospitality and Executive Head Chef for consideration.

7. How satisfied are you with the service?

We asked respondents to answer questions about the service including; staff efficiency, speed of service, staff friendliness and cleanliness of facilities. Respondents were asked to state how satisfied or dissatisfied they are ranging from:

- very dissatisfied
- dissatisfied
- neither dissatisfied nor satisfied
- satisfied
- very satisfied.

1. **Staff efficiency**
   87% of customers are either satisfied or very satisfied. 3% of respondents are dissatisfied or below with 7% not stating either way.

2. **Speed of service**
   83% of customers are either satisfied or very satisfied. 4% of respondents are dissatisfied or below. 10% selected neither dissatisfied nor satisfied.

3. **Staff friendliness**
   83% of customers are either satisfied or very satisfied with staff friendliness. 4% of respondents are dissatisfied or below with 10% not stating either way.

4. **Cleanliness of facilities**
   77% of customers are satisfied or very satisfied with the cleanliness. 8% stated that they are dissatisfied or below with 11% selecting neither dissatisfied nor satisfied.

It is clear that the percentages are all very high for respondents’ satisfaction with the level of service.
You said, we did…
When asked if respondents had any further comments to make on this area, 27 comments were made. These have also been passed on to the Head of Hospitality to investigate and identify areas which can improve our service even further.

8. Have you noticed any themed offerings throughout the year?

It was great to see that 96% of customers have noticed the themed offerings. Of these the most popular to be seen again were as follows:
You said, we did...
It was evident that some themed menus are not clearly marketed. This has been forwarded to Commercial Services Marketing Team. The Campus Food Marketing Co-ordinator is investigating ways to develop more direct methods of communicating to our customers for the future.

9. Are there any other special occasions that you feel we should celebrate within the catered accommodation package?

We had 30 responses to the above question. We have passed these on to the Head of Hospitality and Executive Head Chef to investigate for the future themed menus we provide.

10. Going forward, what will we do with this information?

Receiving feedback from our customers is invaluable. From the information we receive we are then able to investigate into continuing to improve our services.

The Head of Hospitality and Executive Head Chef will be evaluating all the responses received. From this, meetings will take place with other members of staff to discuss ways in which improvements and new suggestions can be implemented.

There will be some suggestions which will not be possible to implement unfortunately due to restrictions outside of the Head of Hospitality’s control.

Please continue to use the suggestion boxes located in each catering outlet to tell us your feedback or make suggestions.

Some suggestions and comments which were made in this survey have already been given an outcome by the Catering Operations Manager and Executive Head Chef:
1. Portion sizes sometimes differ from person to person.

Service standards will be reviewed and staff will be re-trained to ensure a consistent approach.

2. More healthy options at dinner.

We are introducing more fish dishes this term; you will see at least two fish dishes per week for the summer term.

3. Menu fatigue at dinner.

We are adding some new dishes to replace our less popular dishes in our new 5 week dinner cycle plus BBQ Week will be back by popular demand on Wednesday week 3!

4. The cutlery is sometimes not very clean.

We will be reviewing our procedures in each location to prevent this from happening in the future.

5. More of variety and healthier options at breakfast.

We will be adding Granola as a new cereal choice, a “help-yourself” fruit selection and by popular demand, mushrooms will be now available. We will be adding Grapefruit juice to the breakfast choice.

6. Can we have vegan porridge at breakfast?

Yes, of course – just speak with the Shift Manager and we'll produce this specifically for you. Also, look out for our new Vegan dessert range.

7. What about a healthier option rather than chips.

We will be introducing some new potato / carbs options for the summer term.

8. My diet is not catered for.

Make sure you speak to a supervisor if you are following (or considering adopting) a specific diet.

9. Grated cheese with pasta would be lovely.

Grated cheese will be available this term to enhance this offering.