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.

We carry out an annual survey as part of our promise to monitor the performance and quality of Catered Accommodation with the goal of delivering the best possible service for all of our customers.

This year’s survey was sent out to all students who are living in Catered Accommodation and to all members of the MAD (Meals in Advance Deal) scheme. We had a huge response of 471 survey submissions (444 Catered Accommodation and 27 MAD) which is an increase of 203% over last year’s participation numbers.

The majority of responses for this year’s survey came from customers who ate in the Roger Kirk Centre (Galleria Restaurant) with 220 responses (47%), Derwent Dining had 153 responses (32%) and Vanbrugh Food Court had 98 responses (21%).
Section one – About You

When asked for your main reason when choosing Catered Accommodation/MAD Scheme the answers varied between each however there is a clear trend. The most popular answer for both categories was the convenience of having meals provided; within MAD a larger percentage chose not being able to cook, and contributions from parents as reasons for choosing the scheme. Amongst the other reasons given the largest trend was that Catered Accommodation was the only option available to them as they had come through clearing. This was followed by the social aspect that is provided by eating with fellow college members.

We also asked if a catered room was the first choice when applying for accommodation, and followed by asking if they were applying for accommodation now would they choose a catered room. From these questions we can see that 47% of students chose Catered Accommodation as their first choice, this increases to 55% when asked if they would choose a catered room again, an increase of 7%. The amount of people who did not choose Catered Accommodation as a first choice is at 31% compared to only 18% who would now not apply for a catered option after a term, a decrease of 13%. This shows a trend that students are more likely to select a catered room after experiencing Catered Accommodation.

What is the main reason you chose catered accommodation?

Was Catered Accommodation your first choice?

If you were applying for accommodation again now, would you choose a catered room?
Section two – Administration

The following questions were all asked in relation to the administration process of Catered Accommodation/ MAD Scheme. Individuals were asked to rate the following on a scale of 0 – 10 where zero being dissatisfied and ten being extremely satisfied.

The results of this are fairly equal across both schemes ranging from 8.1 to 8.9 with the MAD scheme scoring slightly higher on all elements. This indicates that all of the elements of the administration process are working to a good level.

<table>
<thead>
<tr>
<th>Question</th>
<th>Catered Accommodation</th>
<th>MAD (Meals in Advanced)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Speed of response to queries / problems during the term</td>
<td>8.5</td>
<td>8.1</td>
</tr>
<tr>
<td>Speed of response to queries / problems before signing up to the scheme</td>
<td>8.1</td>
<td>8.9</td>
</tr>
<tr>
<td>Card collection procedure</td>
<td>8.8</td>
<td>8.9</td>
</tr>
<tr>
<td>Ease of initial payment into scheme</td>
<td>8.4</td>
<td>8.9</td>
</tr>
</tbody>
</table>

What we are doing:

You said: We carry too many cards (Catered Accommodation card, Room Key and University ID card).

We Did: We are removing all meal cards for Catered Accommodation and MAD (Meals in Advance Deal) from summer term 2017. From this time onward students will use their University ID Cards to access their meal allocations.

You Said: Can we see the weekly menus in advanced?

We Did: From summer term 2017 we will be posting the weekly menus online in advance at york.ac.uk/food-and-bars/catered-accommodation/
Section three – Catering

The third and final section of the survey asked questions about the quality of the catering that was received in the three venues, Derwent Dinning, Roger Kirk Centre (Galleria Restaurant) and Vanbrugh Food Court.

Breakfast service

First we asked customers to rate the quality of the food, menu variety, size of the portions and opening times at breakfast service, as in the previous question individuals were asked to rate the following on a scale of 0 – 10 zero being dissatisfied and ten being extremely satisfied.

All three outlets performed very similarly overall for breakfast service with menu variety scoring the lowest with an average of 6.3, quality of the food scored an average score of 7.1 out of 10, portion sizes also scored an average of 7.1 and opening times scored an average of 7.2.

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

<table>
<thead>
<tr>
<th></th>
<th>Derwent Dinning</th>
<th>Roger Kirk Centre (Galleria Restaurant)</th>
<th>Vanbrugh Food Court</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Food</td>
<td>7.2</td>
<td>6.8</td>
<td>7.2</td>
</tr>
<tr>
<td>Menu Variety</td>
<td>7.5</td>
<td>6.4</td>
<td>7.3</td>
</tr>
<tr>
<td>Size of Portions</td>
<td>6.8</td>
<td>6.8</td>
<td>7.3</td>
</tr>
<tr>
<td>Opening Times</td>
<td>6.9</td>
<td>7.3</td>
<td>7.2</td>
</tr>
</tbody>
</table>

What we are doing:

You said: There is not enough choice at breakfast.

We Did: From summer term 2017 you will be able to choose 6 breakfast items from the 5 breakfast items previously.

You said: There is not enough juice at breakfast

We Did: Please feel free to bring your glass back to the counter for a free top up of juice.
**Dinner service**

We asked the same four questions in relation to the dinner service. Again all three outlets performed very similarly, with quality of food dropping slightly to 6.5 for dinner service. Menu variety was slightly up on breakfast overall scoring and average of 6.8, portion size scored an average of 7.2 and opening times scored 8.

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

![Graph showing satisfaction levels for dinner service aspects across three outlets.]

We also asked for any other comments that people wished to make regarding the breakfast and dinner service.

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**What we are doing:**

**You said:** Could we have a simple meal choice available at dinner?

**We Did:** Jacket potatoes with a choice of fillings and salad from the salad bar will be available at all evening meals.

**You said:** Cheese with burgers would be great.

**We Did:** Cheese is now available as an extra to all burgers.

**You said:** The food selection is very poor when coming to dinner later in the evening.

**We Did:** From summer term 2017 we will be implementing new procedures to ensure there is a good selection of food throughout all evening services.
Staff and facilities

We asked customers to rate how satisfied they were with the following service aspects: staff efficiency, speed of service, staff friendliness and cleanliness of facilities. Vanbrugh food court scored highest across all of these categories. The average across all outlets was 8.3 for staff efficiency, 8.3 for the speed of service, 8.2 for staff friendliness and 8.4 for the cleanliness of the facilities. This indicates that overall customers are happy with the levels of service they are receiving, however we will continually be pushing to raise our service standards as high as possible.

How satisfied are you with the following service aspects

- Cleanliness of Facilities: Vanbrugh Food Court - 8.7, Roger Kirk Centre (Galleria Restaurant) - 8.1, Derwent Dining - 8.3
- Staff Friendliness: Vanbrugh Food Court - 9, Roger Kirk Centre (Galleria Restaurant) - 7.7, Derwent Dining - 7.9
- Speed of Service: Vanbrugh Food Court - 8.7, Roger Kirk Centre (Galleria Restaurant) - 8.3, Derwent Dining - 8
- Staff Efficiency: Vanbrugh Food Court - 8.8, Roger Kirk Centre (Galleria Restaurant) - 8.1, Derwent Dining - 8

What we are doing:

You said: Portion sizes can differ from person to person.

We Did: Staff members will be retrained to ensure consistent service standards are met.
Dietary requirements

It is very important that we are able to meet the dietary requirements of all of our customers. We asked if you have any specific dietary requirements, have we managed to meet your needs. From the 105 customers who responded, 85% of individuals felt we had managed to meet their requirements and 15% felt that we had not met their needs sufficiently.

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

- **85%** Yes
- **15%** No

*Data taken from 105 customer responses to this question*

What we are doing:

**You said:** My diet is not being catered for.

**We Did:** If you feel your diet is not being catered for or you are considering adopting a new diet please contact one of the supervisors at your outlet.
Themed menus

The following questions were asked regarding themed menus, which are offered throughout term to add variety to the menu. When asked if customers had noticed themed menus 96% said they had and only 4% said that they had not noticed a themed menu.

We also asked the customers which menus would appeal most to them, the top four results were as follows; Christmas (283), BBQ (255), Mexican (254), and Street Food (219). We also had an option to suggest themes, the most popular options from this were Asian (Including Thai, Vietnamese, and other nations, not just Chinese), Greek and Italian themes.

*Which of the following themed menus would appeal to you?*

<table>
<thead>
<tr>
<th>Theme</th>
<th>Votes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mexican</td>
<td>254</td>
</tr>
<tr>
<td>BBQ</td>
<td>255</td>
</tr>
<tr>
<td>North African</td>
<td>249</td>
</tr>
<tr>
<td>Indian</td>
<td>241</td>
</tr>
<tr>
<td>Bonfire Night</td>
<td>132</td>
</tr>
<tr>
<td>Halloween</td>
<td>126</td>
</tr>
<tr>
<td>Christmas</td>
<td>219</td>
</tr>
<tr>
<td>Street Food</td>
<td>219</td>
</tr>
<tr>
<td>Other: Eastern european</td>
<td>1</td>
</tr>
<tr>
<td>Other: American</td>
<td>1</td>
</tr>
<tr>
<td>Other: Sunday Roast</td>
<td>2</td>
</tr>
<tr>
<td>Other: Spanish</td>
<td>1</td>
</tr>
<tr>
<td>Other: Italian</td>
<td>5</td>
</tr>
<tr>
<td>Other: Greek</td>
<td>8</td>
</tr>
<tr>
<td>Other: Asian</td>
<td>24</td>
</tr>
</tbody>
</table>

What we are doing:

You said: We would like more variety in theme nights.

We Did: *There will be a themed night every Wednesday during term including the very popular BBQ, Mexican, Curry, Far East and Italian themed nights. Please see our online menus for more information.*