



## **North Country Café Survey Response**

**Thank you** to all who took the time to fill out surveys.

**Here's how you rated us on a scale of 1 (poor) to 5 (very good).**

	<b><u>Nov. 2009</u></b>	<b><u>May 2010</u></b>
Taste of food	3.79	3.79
Appearance of food	3.80	3.76
Menu variety & choice	3.38	3.33
Food temperatures	3.49	3.62
Value & price	3.02	3.05
Staff service	3.98	3.98
Speed & Flow	3.65	3.63
Appearance of dining room	3.90	3.87
Cleanliness	4.10	4.03
Convenience	3.38	3.59
Overall Satisfaction	3.71	3.69

### **Here are some of the suggestions we heard:**

"Water machine and coffee flow are terrible"

We are currently working on repositioning the beverage station in cafe. The water machine will also be adjusted for better flow. We hope to make this more convenient for you!

"More healthy options"

Our goal of a trans-fat free cafe is nearly complete! We will continue striving towards healthier guidelines for the food we prepare!

"More variety of dishes. Menu never seems to change...too many repeats"

We will be taking a closer look at our 18 day cycle too reduce repetitiveness.

"More Asian/ Southwestern entrees"

We are increasing the variety of our specials to include more of what you would like to see in our cafe!

"Love the salad bar...Great Job overall!! "

Thank you! We are happy to see you enjoy our improvements. Our goal is to continue offering excellent meals and great customer service. We value your opinions and suggestions.

### **Specific requests**

More healthy/low fat foods

More fresh fruits

More ready to go salads

Vegetarian options

Reduce salt

**Thanks again. Look for new culinary adventures in the North Country Café!**