



## **North Country Café Survey Response**

**Thank you** to all who took the time to fill out surveys. As you might expect, many of the comments were repeated.

What you might not expect is that some of your comments “counteracted” other comments! For example, just about the same number of you said the coffee is great as those of you who said the coffee is bad.

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

	<b><u>May 2009</u></b>	<b><u>Nov. 2009</u></b>
Taste of food	3.55	3.79
Appearance of food	3.64	3.80
Menu variety & choice	3.30	3.38
Food temperatures	3.33	3.49
Value & price	2.67	3.02
Staff service	3.96	3.98
Speed & Flow	3.47	3.65
Appearance of dining room	3.72	3.90
Cleanliness	4.00	4.10
Convenience	3.48	3.38
Overall Satisfaction	3.51	3.71

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

*“Update the dining area.”*

We are currently working with facilities and purchasing to investigate our options. Ideas include a new color, lighting, and decorations.

*“Breakfast options need variety.”*

We agree and are featuring in January a yogurt/fruit and granola bar. This will remain as a featured item depending on January’s response. Other ideas include changing the egg casserole and adding fresh fruit more frequently. Let us know if there are other items you might like to see!

*“Dining room needs to be cleaned more frequently.”*

We are reviewing the scheduled times for cleaning to make sure the dining room is kept clean throughout the meal!

*“Café closed during break times-inconvenient.”*

We have reduced the time we are closed in the afternoon from 30 to 15 minutes (2:15 – 2:30). In order to ready the serving area for lunch, the morning time needs to remain at 30 minutes, from 10:30 – 11:00.

*“Great customer service...I love the staff...Staff is always courteous...”*

Thank you! Our goal is to cheerfully serve you great food at the correct temperature in a pleasant atmosphere.

### **Specific requests**

More healthy/low fat foods  
More fresh fruits  
More ready to go items  
New soups  
Vegetarian options  
Reduce salt  
More variety at breakfast

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