



## **North Country Café Survey Response**

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

What you might not expect is that some comments “counteracted” other comments! For example, just about the same number of you said there was just the right amount of Asian food on the menu as those of you who said you would like to see more!

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

	<b><u>May 2008</u></b>	<b><u>May 2009</u></b>
Taste of food	3.25	3.55
Appearance of food	3.17	3.64
Menu variety & choice	2.82	3.30
Food temperatures	2.95	3.33
Value & price	2.76	2.67
Staff service	3.71	3.96
Speed & Flow	3.22	3.47
Appearance of dining room	3.29	3.72
Cleanliness	3.48	4.00
Convenience	3.37	3.48
Overall Satisfaction	3.07	3.51

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

*“Bring the ice cream back.”*

Definitely!!! We are expecting a freezer for novelties in the very near future. The freezer will be by the bakery display counter. If your favorite flavor is not available, please let us know, enjoy!

*“Cost of sandwiches is too high.”*

We understood the weight of some items was causing a higher purchase price and have moved the spreads to the air curtain cooler where they are now priced separately.

*“Hats are goofy.”*

We believe the new foodservice uniform distinguishes our staff, promotes a professional appearance and the hats are an important part of this image.

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

The purpose of closing the café is to restock; so we can provide *excellent customer service* throughout the busy meal times with few if any “run outs”. We understand the request for alternate times and will investigate if other times would facilitate this process more effectively.

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

Thank you! Our goal is to provide *excellent customer service*; providing great food at the correct temperature in a pleasant atmosphere.

### **Specific requests**

More healthy/low fat foods  
More ready to go salads  
New soups  
Vegetarian options  
Reduce salt  
More variety at breakfast  
More grilled sandwiches  
Pizza daily

**Thanks again! Continue to look for new culinary adventures in the North Country Café!**