

The Refectory

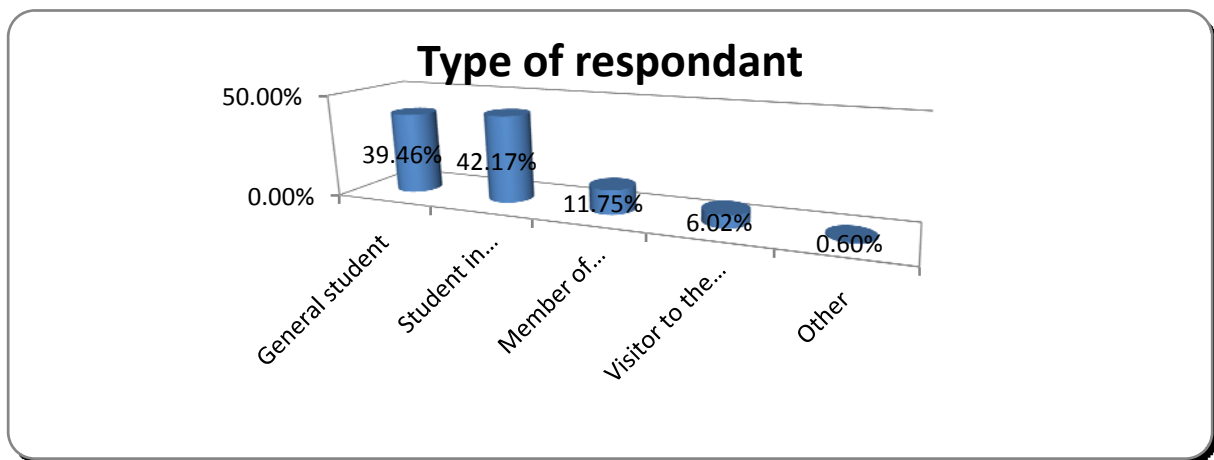
Customer Survey Response

Date: November 2010

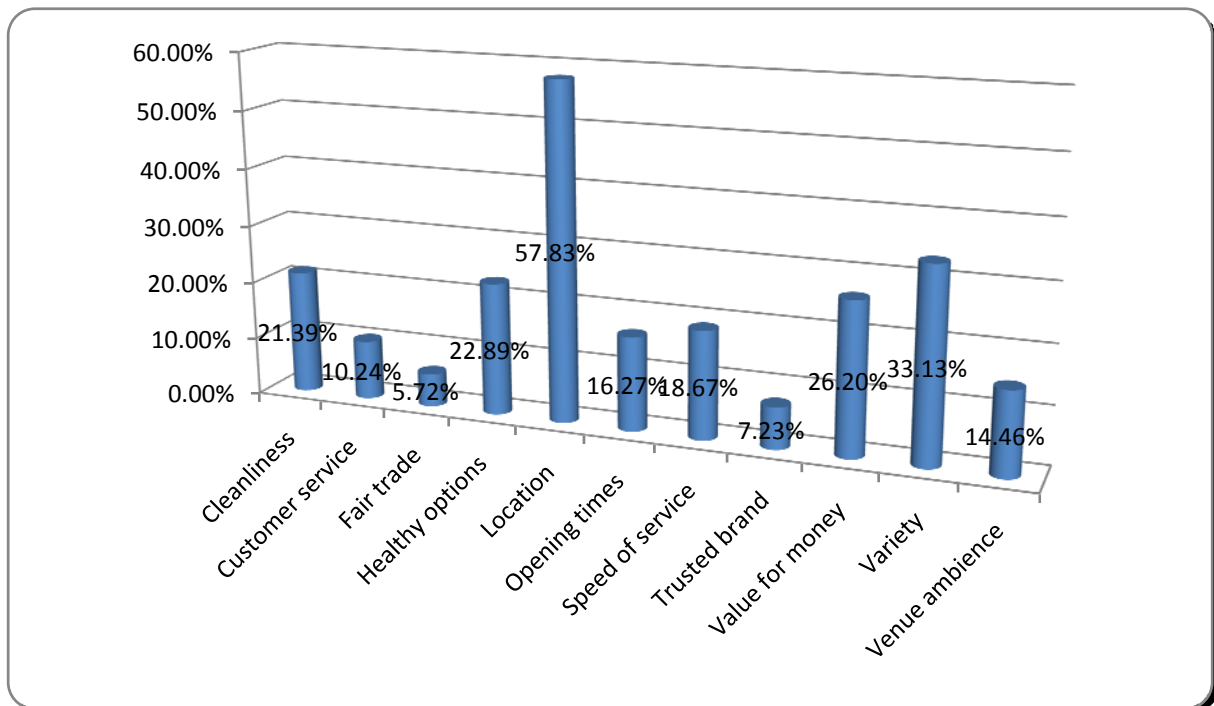
As a result of our recent customer survey we have acknowledged your comments.

Below are some of the results of the survey and our solutions to try and improve the service we provide.

In Summary, whilst we are certainly doing a number of things correctly, we would like to understand more about the things we are not doing so well at. We will be holding a customer talk back day, where we will speak to our customers personally to understand where we need to improve.



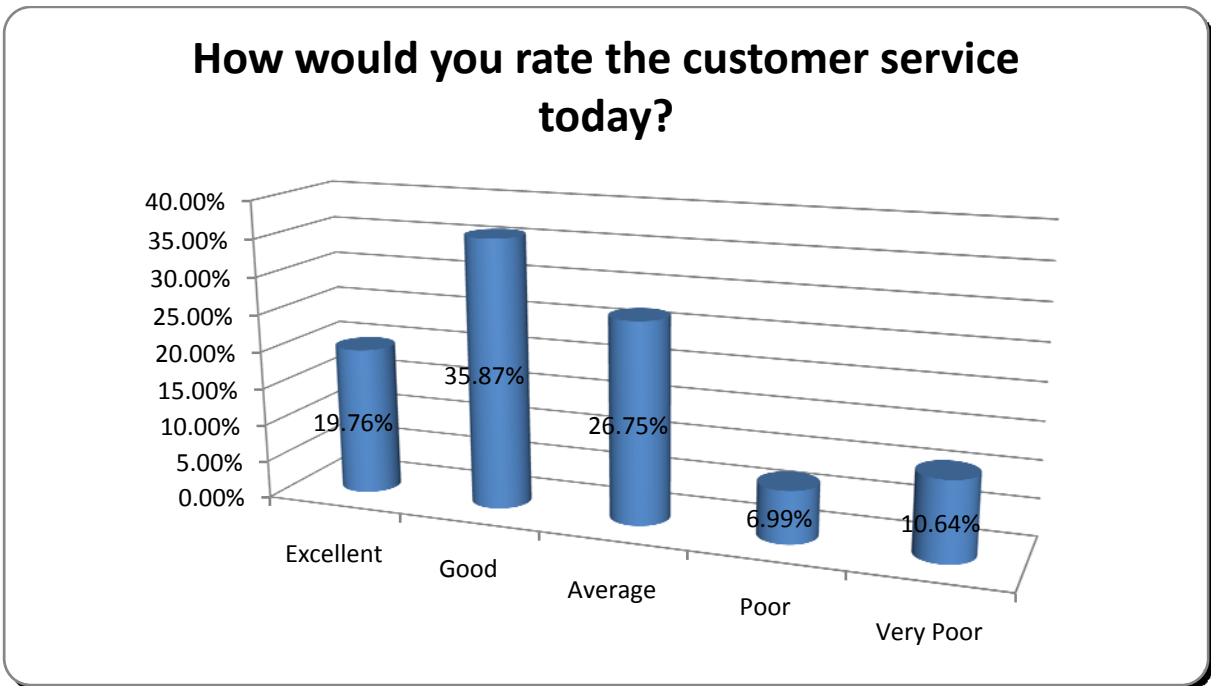
The main factors that influenced your decision when eating in the Refectory were; Variety, Location, Variety and Value for Money.



58% of our customers rated our food quality good or excellent. We would like to improve on this by discussing with you what we need to improve.

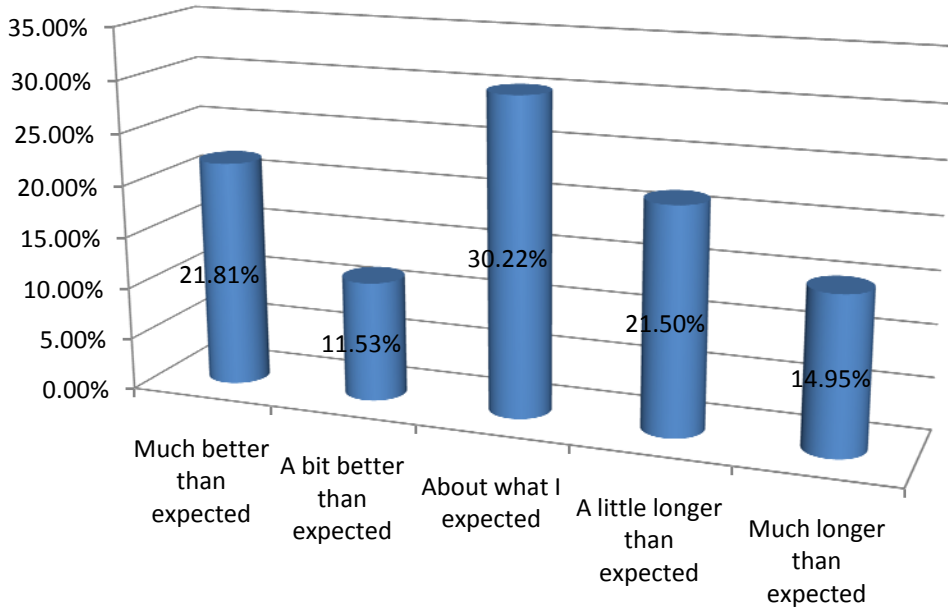


We want all our customers to have a great experience and will be introducing further training. We will also share this survey with our staff to allow them to improve our customer service to all our customers.



62% of our customer thought the queuing times were about what they expected or better. Whilst this is encouraging, we will work hard to ensure all our tills are manned at peak times.

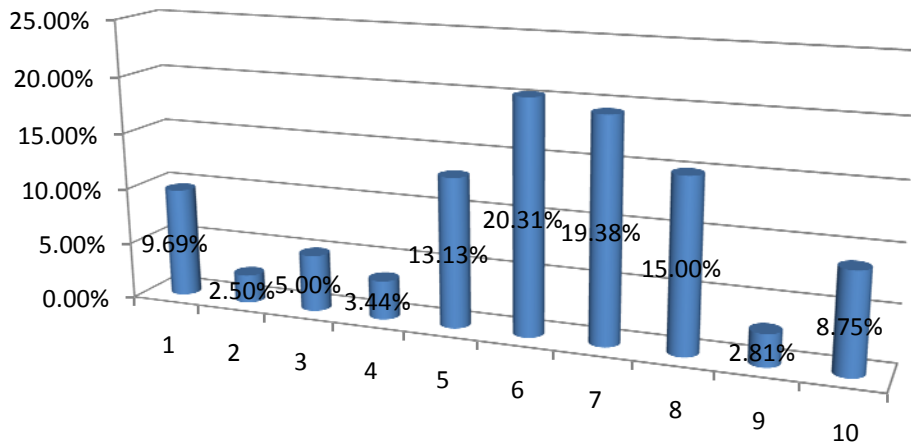
How was your waiting time?



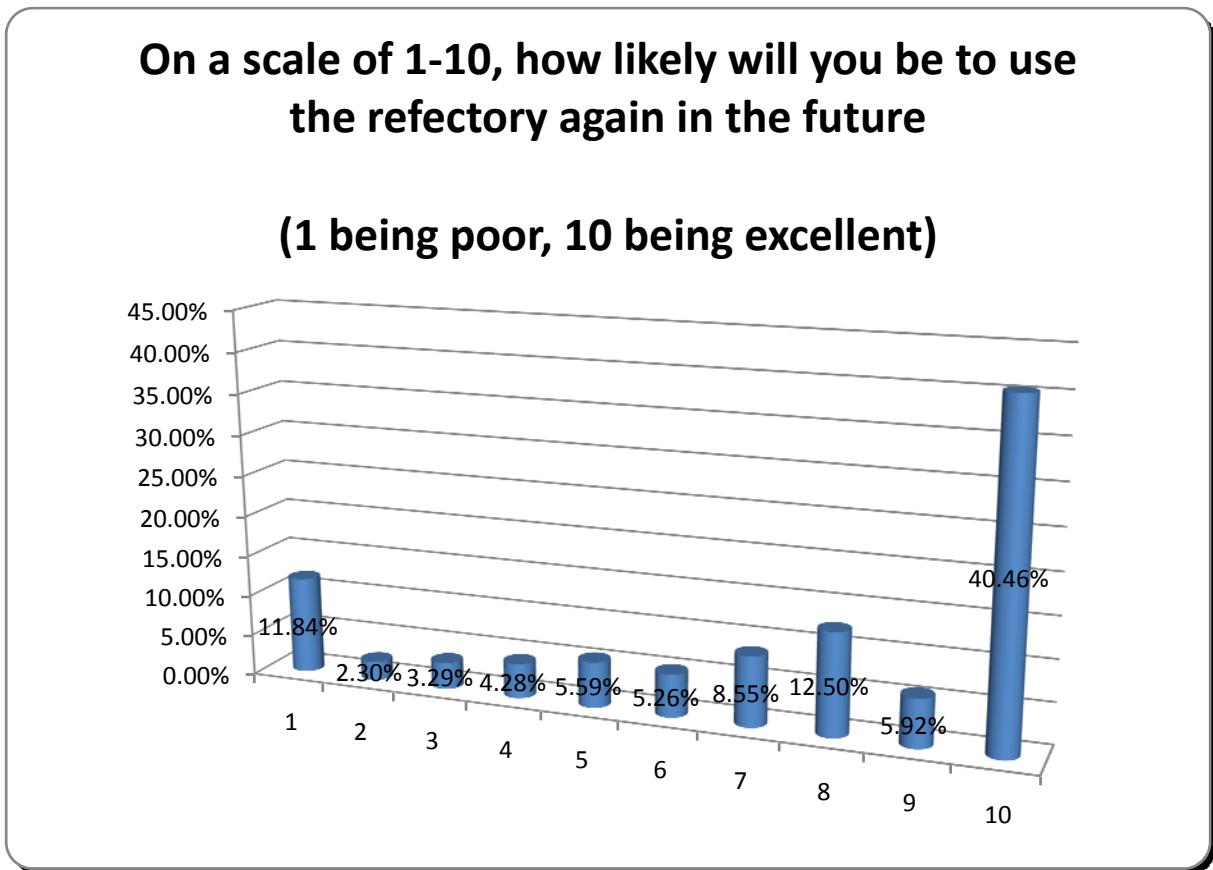
78% of our customer rated their overall experience 5 or above. We will be speaking to our customers to understand more about the ways we can improve on this.

On a scale of 1-10, how would you rate your overall experience in the Refectory today?

(1 being very poor, 10 being excellent)



Whilst delighted that 76% of our customers have said that they will use the Refectory in the future. We will try and ensure that we work hard to make every customers experience enjoyable.



We asked our customers what they did like and we had many comments about the quality and variety of the food and also the location of the Refectory.

A large proportion of our customers enjoy the food they eat in the refectory. You also like the variety of the meals we provide. We will continue to work with you to offer the best possible service we can.

Thank you for completing the survey- If you have any further questions or comments please contact Ian Addy on 01133437391