

# Chartwells Catering Survey 2008-2012

**Description:** Please give access to Jerry Basford, Cathy Baird, and Reggie Connerly.

**Date Created:** 10/29/2008 1:54:27 PM

**Date Range:** 11/3/2008 12:00:00 AM - 12/31/2012 11:59:00 PM

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Please take a few minutes to complete this survey to help us improve our service to better meet your needs. You will also have the opportunity to be entered into a drawing to win a \$10 gift certificate to the Crimson View Bistro.

*Required answers: 1 Allowed answers: 1*

Q1 Please enter your 5-digit contract number:

[Code = 1] [TextBox]

*Required answers: 1 Allowed answers: 1*

Q2 Please provide the following information:

Name: [Code = 1] [TextBox]

Department: [Code = 2] [TextBox]

Telephone number: [Code = 3] [TextBox]

*Required answers: 1 Allowed answers: 3*

Q3 Campus location:

Main Campus [Code = 1]

Upper Campus [Code = 2]

Research Park [Code = 3]

Other (please specify) [Code = 4] [TextBox]

*Required answers: 1 Allowed answers: 1*

Please indicate the date of your function:

Q4 Year:

2008 [Code = 1]

2009 [Code = 2]

2010 [Code = 3]

2011 [Code = 4]

2012 [Code = 5]

*Required answers: 1 Allowed answers: 1*

Q5 Month:

January [Code = 1]

February [Code = 2]

March [Code = 3]

April [Code = 4]

May [Code = 5]

June [Code = 6]

July [Code = 7]

August [Code = 8]

September [Code = 9]

October [Code = 10]

November [Code = 11]

December [Code = 12]

Required answers: 1 Allowed answers: 1

Q6 Please indicate the type of service for your event:

Drop off only [Code = 1]

Drop off and pick up [Code = 2]

Staffed event [Code = 3]

Required answers: 1 Allowed answers: 1

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Q7 What type of service was provided?

Buffet [Code = 1]

Served meals [Code = 2]

Other (please specify) [Code = 3] [TextBox]

Required answers: 1 Allowed answers: 1

Q6='Staffed event'

Q8 Please describe the menu type: (Check all that apply)

Appetizers [Code = 1]

Breakfast [Code = 2]

Lunch [Code = 3]

Dinner [Code = 4]

Beverage service [Code = 5]

Snacks: sweets [Code = 6]

Snacks: cheese and crackers [Code = 7]

Other (please specify) [Code = 8] [TextBox]

Required answers: 1 Allowed answers: 8

Q9 How many people attended your event?

Under 20 [Code = 1]

21 - 50 [Code = 2]

50 - 100 [Code = 3]

100+ [Code = 4]

Required answers: 1 Allowed answers: 1

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Event Process Please rate your experience with the following:

Q10 Food was ready at specified time.

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q11 Clean-up after the event was completed in a timely manner.

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

NOT Q6='Drop off only'

Q12 The set-up (silverware, napkins etc) was appropriate for the event.

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q13 Please provide comments on the event process:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Quality Please rate the food on&nbsp;the following:

Q14 Appearance

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q15 Taste

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q16 Temperature

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q17 Please provide comments on the quality of food:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Customer Service Please rate your experience with the following:

Q18 Sales person's ability to understand my needs and assist with menu planning

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q19 Appearance of service staff

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q20 Service staff's attentiveness to the needs of the event

Excellent [Code = 4]

Good [Code = 3]

Unsatisfactory [Code = 2]

Poor [Code = 1]

Not applicable [Code = 0]

Required answers: 1 Allowed answers: 1

Q21 Please provide comments on the customer service:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

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Q22 How many times per month do you use catered services?

1 - 3 [Code = 1]

4 - 6 [Code = 2]

7 - 10 [Code = 3]

11 or more [Code = 4]

Required answers: 1 Allowed answers: 1

Q23 Other than Chartwells, what other caterers do you use? (Check all that apply)

An Exquisite Affair [Code = 1]

Angela's Catering [Code = 2]

Brown Brothers Catering [Code = 3]

Culinary Crafts [Code = 4]

Cuisine Unlimited [Code = 5]

Eiffel Tower [Code = 6]

Elizabeth's Custom Catering [Code = 7]

Good Day Catering [Code = 8]

Have Party Will Travel [Code = 9]

Le Croissant Catering [Code = 10]

Majestic Catering [Code = 11]

Meier's Prime [Code = 12]

Seventy Second Street Catering [Code = 13]

Skool Lunch [Code = 14]

Taste of the Wasatch [Code = 15]

The Point Restaurant [Code = 16]

Utah Food Services [Code = 17]

Other (please specify) [Code = 18] [TextBox]

Required answers: 1 Allowed answers: 18

Q24 Are there any items that you order from other catering services that you would like Chartwells Catering to offer?

Yes (please specify) [Code = 1] [TextBox]

No [Code = 2]

Required answers: 1 Allowed answers: 1

Q25 If Chartwells offered online ordering, how likely is it that you would use it to place your catering orders?

Very likely [Code = 4]

Somewhat likely [Code = 3]

Unlikely [Code = 2]

Would not use [Code = 1]

Required answers: 1 Allowed answers: 1

Q26 Please provide additional comments about your catered event:

[Code = 1] [TextBox]

Required answers: 0 Allowed answers: 1

Q27 Drawings for a \$10 gift certificate to the Crimson View Bistro will be held each month. Would you like to be entered into the drawing?

Yes, please [Code = 1]

No thanks [Code = 2]

Required answers: 1 Allowed answers: 1

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