

FAA Building 300 Cafeteria Analysis: Customer Engagement Survey

I. Information Questions

How many times, on average, in a month do you attend catered events?

- 1-3
- 4-6
- 7 or More
- None- Do Not Attend Catered Events

How many times a week do you eat in the Dining Services?

How many times per week do you dine off-site at a retail dining location?

	0-2 Times per Week	3-4 Times per Week	5 or More Times per Week
Breakfast	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lunch	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dinner	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



**When you dine off-site at a retail dining location, what food type do you frequent most often?
Please select only two:**

- Asian
- BBQ
- Homestyle
- Indian
- Italian
- Japanese
- Mexican
- Pizza
- Sub Sandwich
- Traditional Fast Food
- Vegetarian/Vegan
- Other _____

When you don't eat in the Café, please identify the reasons. Please check all that apply:

- Bring Own Lunch
- Busy/Lack of Time
- Client Meeting
- Customer Service
- Errands
- Get Away from Building
- Location / Access
- Meet with Family or Friends
- Parking
- Price - Food Price for product served
- Quality of Food
- Speed of Service
- Team Meeting / Lunch
- Variety - More Variety of Food Items
- Other _____



What areas would increase your visits to the Café? Please select top 3 choices:

- Atmosphere
- Cashless Payment Options
- Cleaner Environment
- Customer Service
- Green Initiatives
- Increased Grab & Go Options
- Increased Healthy Choice Selections
- Increased Hours of Service
- Increased Variety of Items
- Location
- Outside Vendors
- Price for Value
- Quality of Food
- Speed of Service
- Other _____

II. Importance vs Meets Needs Questions

For the following questions, please rate the level of importance on a scale from 1 to 5. Rating System:

- (1) = Low / Not Important
- (2) = Somewhat Important
- (3) = Neutral
- (4) = Important
- (5) = Very High / Very Important

When dining in the Café at the FAA, the following is **IMPORTANT TO ME:**

The Café is important to me.

1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **QUALITY** of the products provided in the Café is important to me.

1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



The **VARIETY** of the products provided in the Café is important to me.

1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **PRICE** of the products provided in the Café for the value received is important to me.

1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The **RESPONSIVENESS** of the Staff in the Café is important to me.

1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

It is important to me to move through the Café Servery without waiting in lines longer than three people.

1=Not Important	2=Somewhat Important	3=Neutral	4=Important	5=Very Important
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

For the following questions, please rate your level of satisfaction on a scale of 1 to 5. Rating System:

- (1) = Strongly Disagree
- (2) = Somewhat Disagree
- (3) = Neutral
- (4) = Somewhat Agree
- (5) = Strongly Agree

When dining in Cafés, the following MEETS MY NEEDS:

The Café meet my needs.

1=Strongly Disagree	2=Somewhat Disagree	3=Neutral	4=Somewhat Agree	5=Strongly Agree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



The QUALITY of the products provided in the Café meets my needs.

- 1=Strongly Disagree
- 2=Somewhat Disagree
- 3=Neutral
- 4=Somewhat Agree
- 5=Strongly Agree

The VARIETY of the products provided in the Café meets my needs.

- 1=Strongly Disagree
- 2=Somewhat Disagree
- 3=Neutral
- 4=Somewhat Agree
- 5=Strongly Agree

The PRICE of the products provided in the Café for the value received meets my needs.

- 1=Strongly Disagree
- 2=Somewhat Disagree
- 3=Neutral
- 4=Somewhat Agree
- 5=Strongly Agree

The RESPONSIVENESS of the Staff in the Café meets my needs.

- 1=Strongly Disagree
- 2=Somewhat Disagree
- 3=Neutral
- 4=Somewhat Agree
- 5=Strongly Agree

On an average day, I move through the Café Servery without waiting in lines longer than three people.

- 1=Strongly Disagree
- 2=Somewhat Disagree
- 3=Neutral
- 4=Somewhat Agree
- 5=Strongly Agree

Comments - Please provide any additional comments.



