

Feedback Analysis on Cafeteria

Academic Year 2022-23

Average



Figure 1

Figure 1 shows the majority of responses fall into the "Good" category, accounting for 32.79%, followed by "Very Good" at 27.43% and "Excellent" at 20.81%. Lower ratings are less common, with "Fair" receiving 10.35% and "Poor" 8.62%. This overall pattern indicates a predominantly positive perception, as more than 80% of the ratings are concentrated in the "Good" to "Excellent" range. However, the combined 18.97% of "Fair" and "Poor" ratings highlight areas for potential improvement. Addressing these concerns could help elevate the overall satisfaction levels and close the gap between average and outstanding responses.

The ambiance of cafeteria

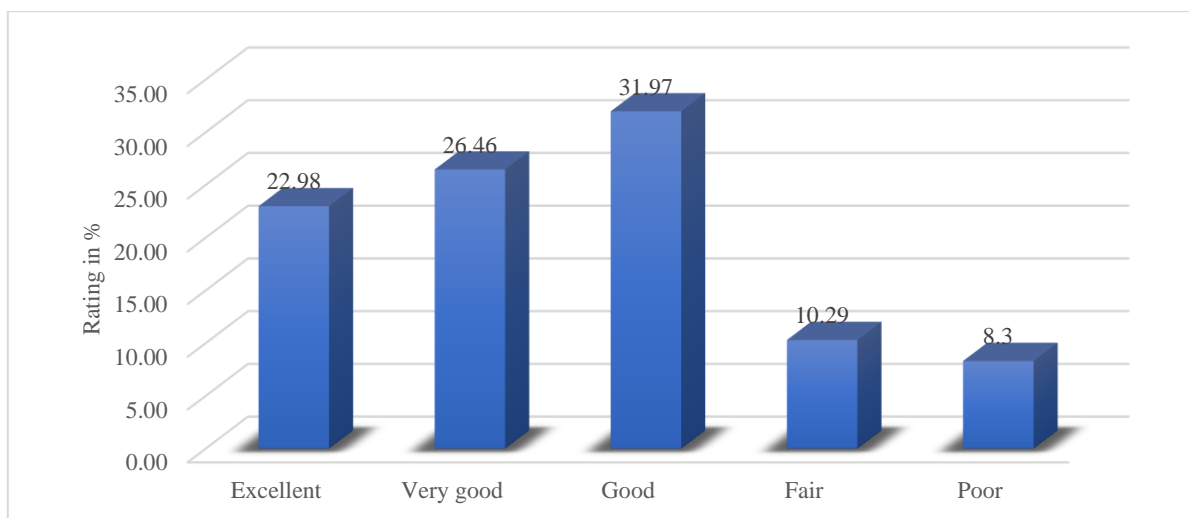


Figure 2

Figure 2 shows the histogram titled "The ambiance of cafeteria" that illustrates the percentage distribution of ratings for the cafeteria's ambiance. The majority of respondents rated the ambiance positively, with 31.97% selecting "Good," followed by 26.46% for "Very Good," and 22.98% for "Excellent." However, lower ratings were also observed, with 10.29% rating it as "Fair" and 8.3% as "Poor." While most responses lean toward favourable ratings, there is room for improvement, particularly in addressing the concerns of the 18.59% who rated the ambiance as "Fair" or "Poor." This feedback highlights overall satisfaction with the ambiance but suggests opportunities for refinement to increase excellence.

The availability of staff in the cafeteria

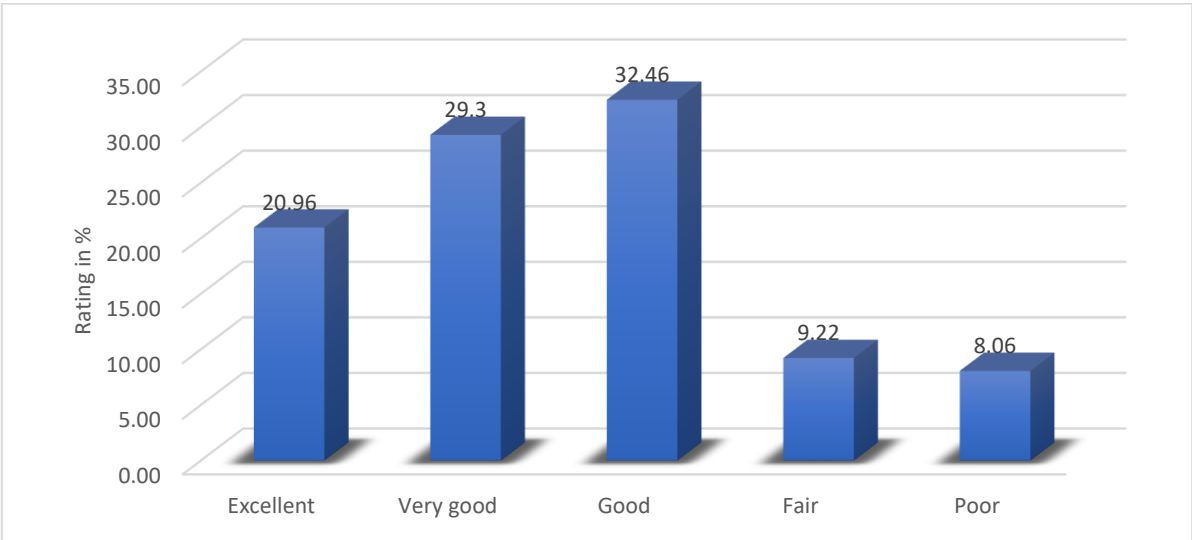


Figure 3

Figure 3 depicts the histogram where the majority of respondents rated this aspect positively, with 32.46% marking "Good," followed by 29.3% choosing "Very Good," and 20.96% rating it as "Excellent." Lower ratings were comparatively minimal, with 9.22% selecting "Fair" and 8.06% indicating "Poor." This highlights a general satisfaction with staff availability, as most responses fall within the "Good" to "Excellent" range. However, the presence of nearly 17% who rated it as "Fair" or "Poor" signals an opportunity for improvement in staffing to enhance overall satisfaction further.

Cleanliness and accessibility of the Cafeteria

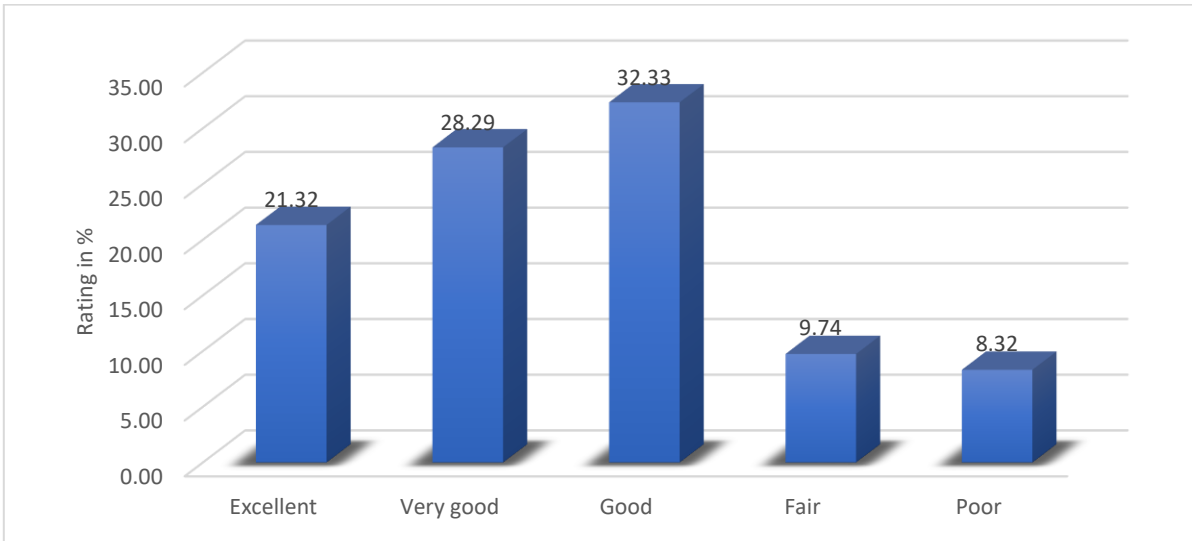


Figure 4

Figure 4 the histogram titled "Cleanliness and Accessibility of Cafeteria" that reveals the distribution of survey ratings regarding the cafeteria's cleanliness and accessibility. Most respondents provided favourable feedback, with 32.33% rating it as "Good," 28.29% as "Very Good," and 21.32% as "Excellent." Lower ratings were less prevalent, with 9.74% selecting "Fair" and 8.32% choosing "Poor." These results demonstrate a generally positive perception, as over 82% of responses fall within the "Good" to "Excellent" categories. However, the combined 18.06% who rated it as "Fair" or "Poor" highlight opportunities for improvement. Addressing these concerns could help further enhance satisfaction and ensure a more universally positive experience for users.

The Nutritional information readily available on the Menu

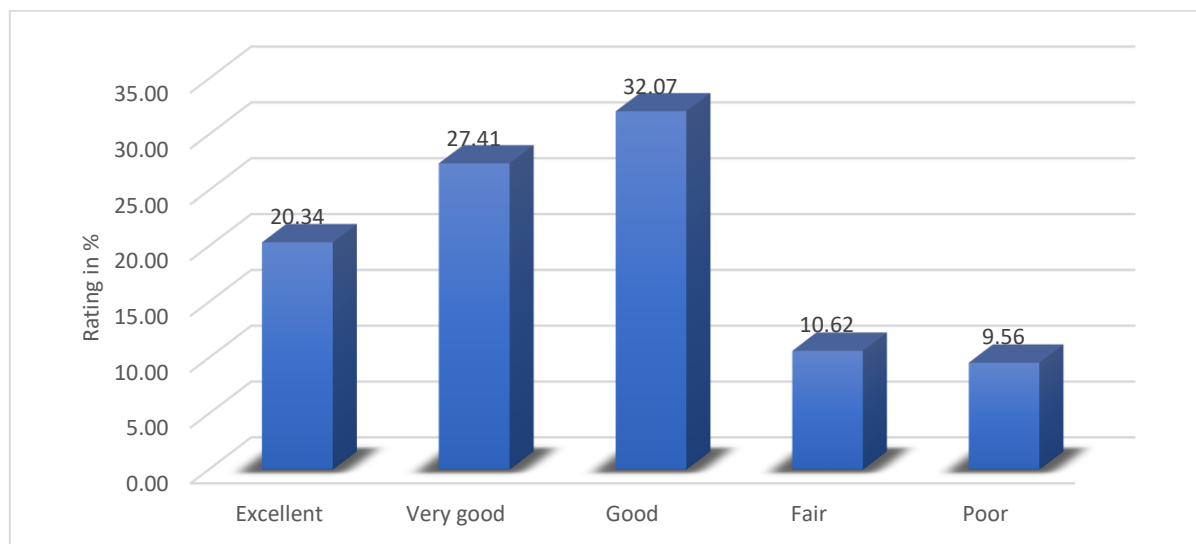


Figure 5

Figure 5 the histogram titled " The Nutritional Information Readily Available on the Menu" that presents the distribution of ratings regarding menu nutrition details. The majority of respondents rated this aspect positively, with 32.07% choosing "Good," followed by 27.41% opting for "Very Good," and 20.34% rating it as "Excellent." Meanwhile, lower ratings accounted for smaller percentages, with 10.62% marking "Fair" and 9.56% selecting "Poor." These findings suggest general approval of the availability of nutritional information on the menu, as over 79% of responses fall within the "Good" to "Excellent" categories. However, the combined 20.18% of lower ratings indicate room for improvement. Enhancing clarity, visibility, or accessibility of nutritional details could further elevate user satisfaction.

If you had a dietary concern, was it met by the Food Services staff

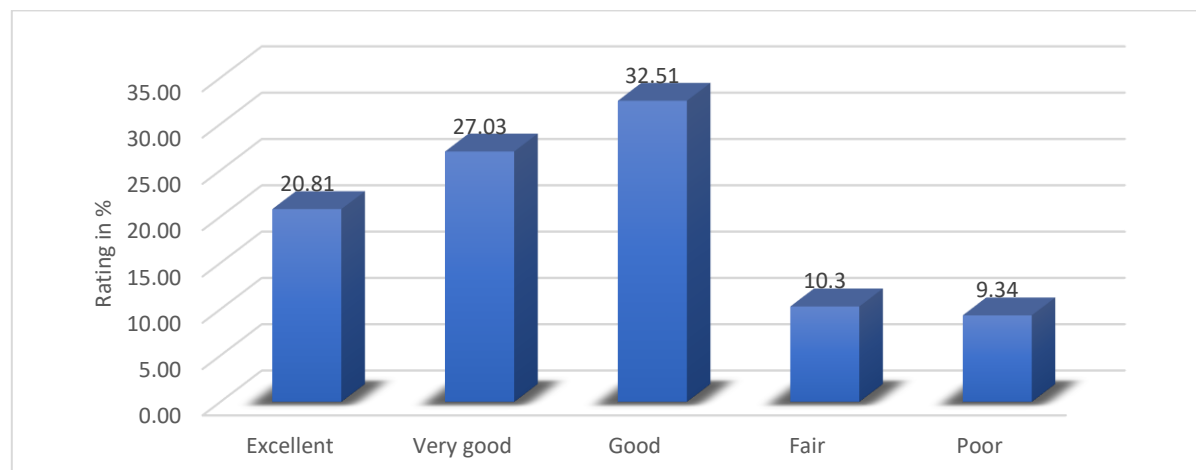


Figure 6

Figure 6 exhibits the histogram titled "If you had a dietary concern, was it met by the Food Services staff?" that shows the distribution of responses regarding the handling of dietary concerns. The majority of respondents provided positive feedback, with 32.51% rating it as "Good," 27.03% as "Very Good," and 20.81% as "Excellent." Lower ratings accounted for smaller percentages, with 10.3% selecting "Fair" and 9.34% choosing "Poor." These results indicate that most respondents were satisfied with how their dietary concerns were addressed, as over 80% rated the service from "Good" to "Excellent." However, the combined 19.64% of "Fair" and "Poor" ratings highlight a segment of dissatisfaction. Addressing the concerns of this group could improve overall satisfaction and ensure dietary needs are met more effectively.

The variety of options available

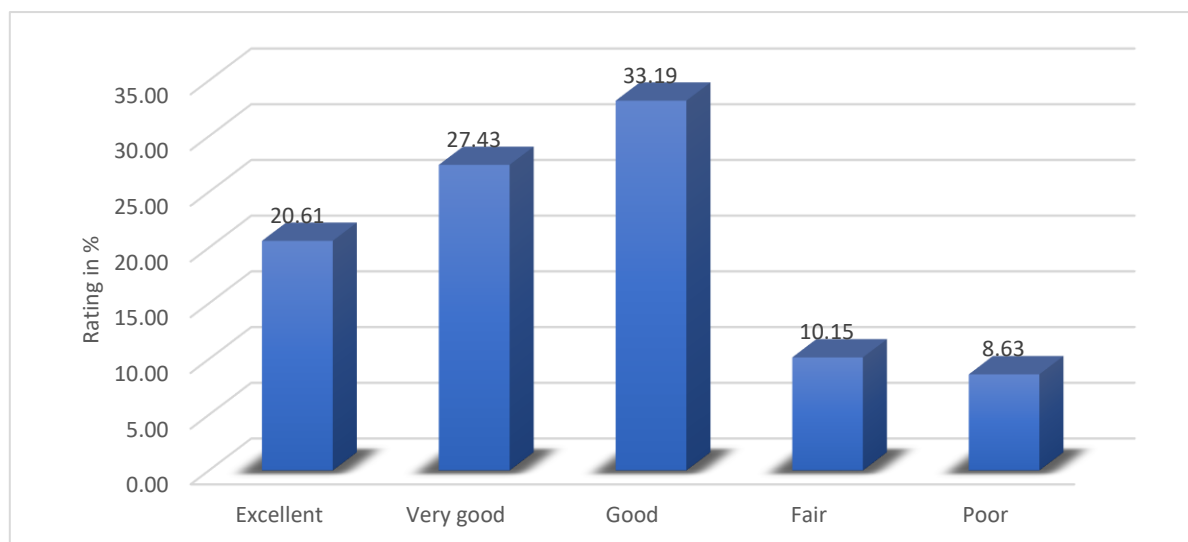


Figure 7

Figure 7 displays the histogram titled "The Variety of Options Available" that shows the distribution of survey responses regarding the cafeteria's options. Most respondents provided favourable ratings, with "Good" being the most selected category at 33.19%, followed by "Very Good" at 27.43%, and "Excellent" at 20.61%. Lower ratings are less frequent, with "Fair" at 10.15% and "Poor" at 8.63%. This data highlights general satisfaction, as over 81% of responses fall within the "Good" to "Excellent" range. However, the combined 18.78% of lower ratings suggests areas for potential improvement. Expanding menu variety or tailoring options to meet diverse preferences could enhance overall satisfaction and elevate user experience further.

The staff members of the canteen are polite and good.

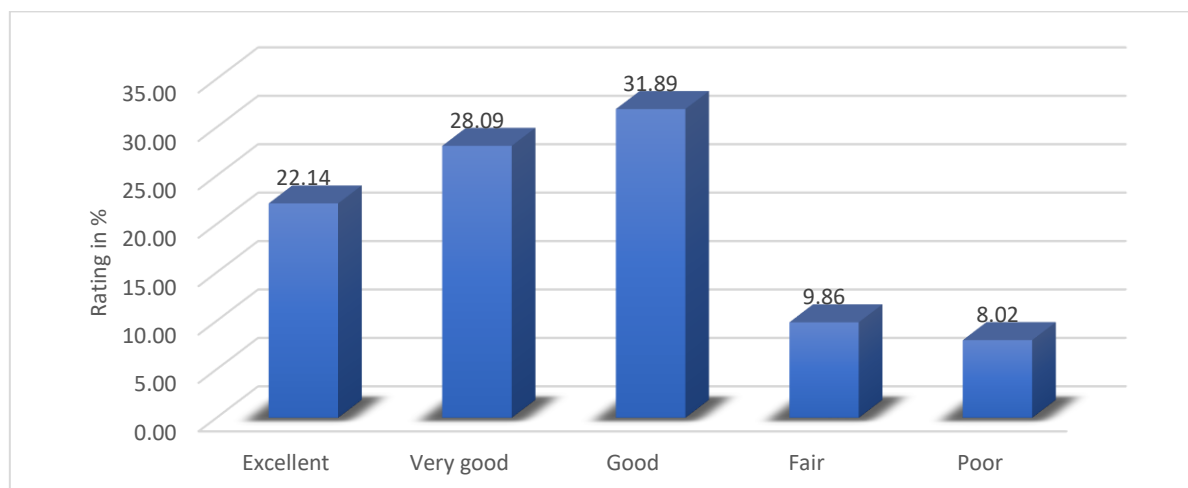


Figure 8

Figure 8 the histogram titled the staff members of the canteen are polite and good that displays the distribution of ratings evaluating staff politeness and behaviour. A majority of respondents rated this aspect positively, with 31.89% marking "Good," 28.09% selecting "Very Good," and 22.14% indicating "Excellent." Lower ratings account for smaller proportions, with 9.86% choosing "Fair" and 8.02% rating it as "Poor." These results suggest an overall positive perception of staff, as more than 82% of the ratings fall within the "Good" to "Excellent" range. However, the 17.88% who rated it as "Fair" or "Poor" indicate some level of dissatisfaction. Addressing these concerns through enhanced staff training or customer service initiatives could improve satisfaction further and elevate overall experiences at the canteen.

How would you rate the quality of the food

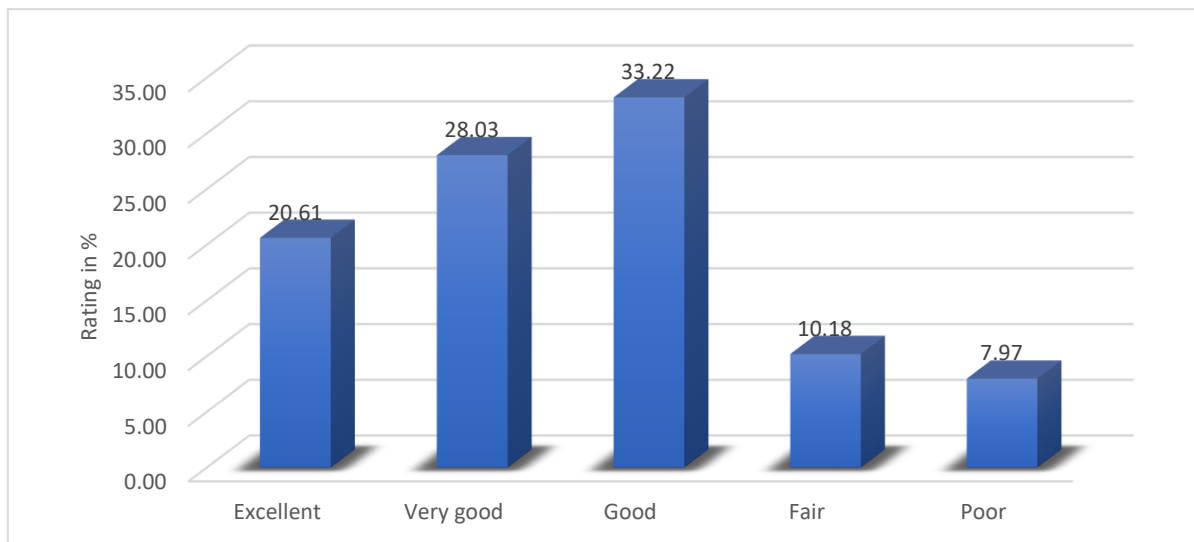


Figure 9

Figure 9 Illustrates the histogram titled "How would you rate the quality of the food" that highlights the distribution of survey ratings for food quality. Most respondents shared positive feedback, with "Good" receiving the highest percentage at 33.22%, followed by "Very Good" at 28.03% and "Excellent" at 20.61%. Lower ratings were less common, with "Fair" at 10.18% and "Poor" at 7.97%. This indicates that over 81% of respondents expressed satisfaction, falling within the "Good" to "Excellent" categories. However, the 18.15% of "Fair" and "Poor" responses suggest opportunities to improve food quality and cater to unmet expectations. These insights reflect overall positive sentiment while emphasizing areas for refinement to elevate satisfaction further.

How would you rate the overall taste of the food provided

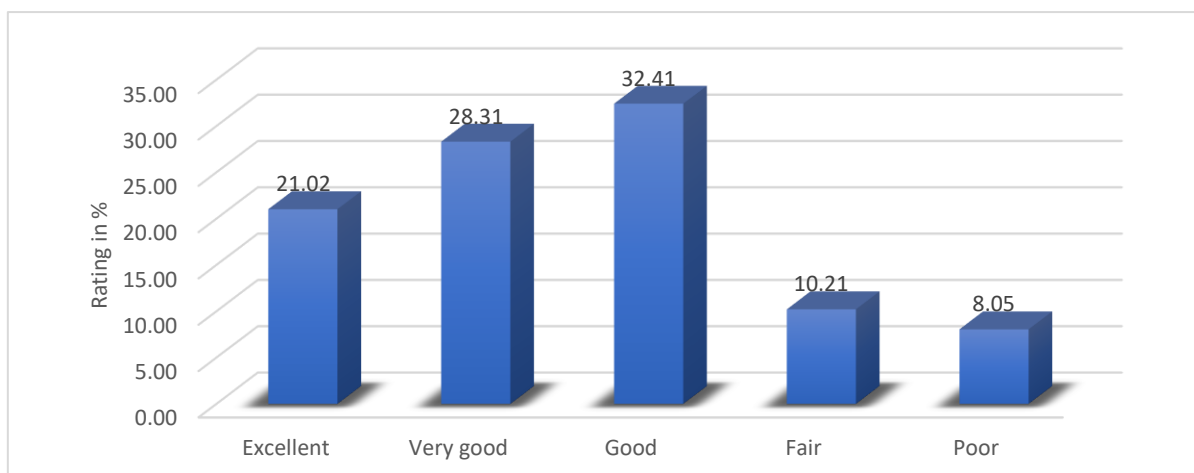


Figure 10

Figure 10 demonstrates the histogram titled " How would you rate the overall taste of the food provided?" that highlights the distribution of survey responses regarding the food's taste. A majority of respondents rated it positively, with 32.41% selecting "Good," followed closely by 28.31% choosing "Very Good," and 21.02% rating it as "Excellent." Lower ratings were less frequent, with 10.21% opting for "Fair" and 8.05% marking "Poor." Overall, this data reflects substantial satisfaction with the food's taste, as over 80% of ratings fall within the "Good" to "Excellent" categories. However, the combined 18.26% of "Fair" and "Poor" responses signal some room for improvement, suggesting that addressing flavour consistency or catering to diverse palates could further enhance user experience.

Would you rate the portion or amount of food offered (reasonable or not)

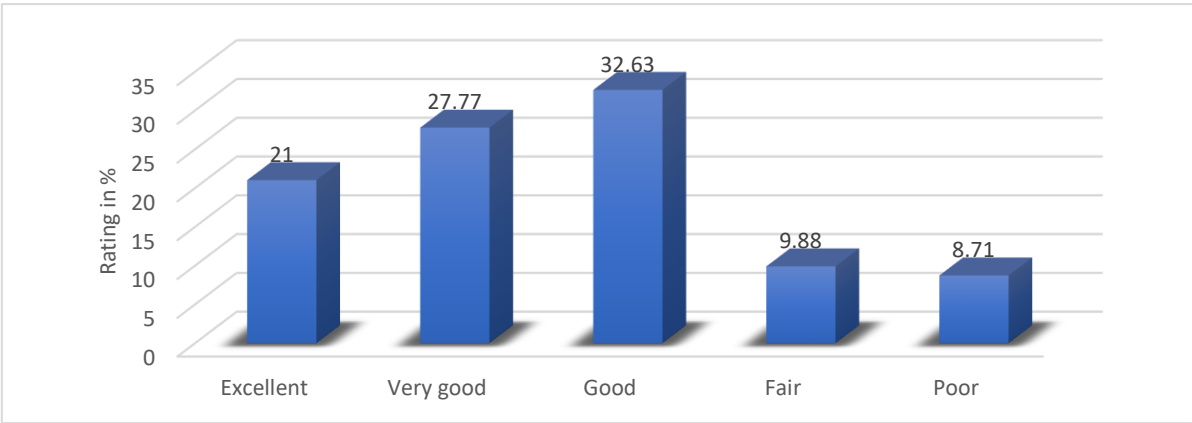


Figure 11

Figure 11 shows the histogram titled " Would you rate the portion or amount of food offered (reasonable or not)?" that depicts the distribution of survey responses regarding food portion sizes. Positive ratings dominate, with 32.63% marking "Good," 27.77% selecting "Very Good," and 21% rating it as "Excellent." On the other hand, lower ratings are less prominent, with 9.88% opting for "Fair" and 8.71% marking "Poor." This data indicates that over 81% of respondents view the portion sizes favourably, falling within the "Good" to "Excellent" range. However, the combined 18.59% of "Fair" and "Poor" ratings suggest some dissatisfaction, highlighting an opportunity to refine portion sizes to address the needs of this segment and further enhance overall satisfaction.

How would you rate the overall nutritional value of the food in the cafeteria

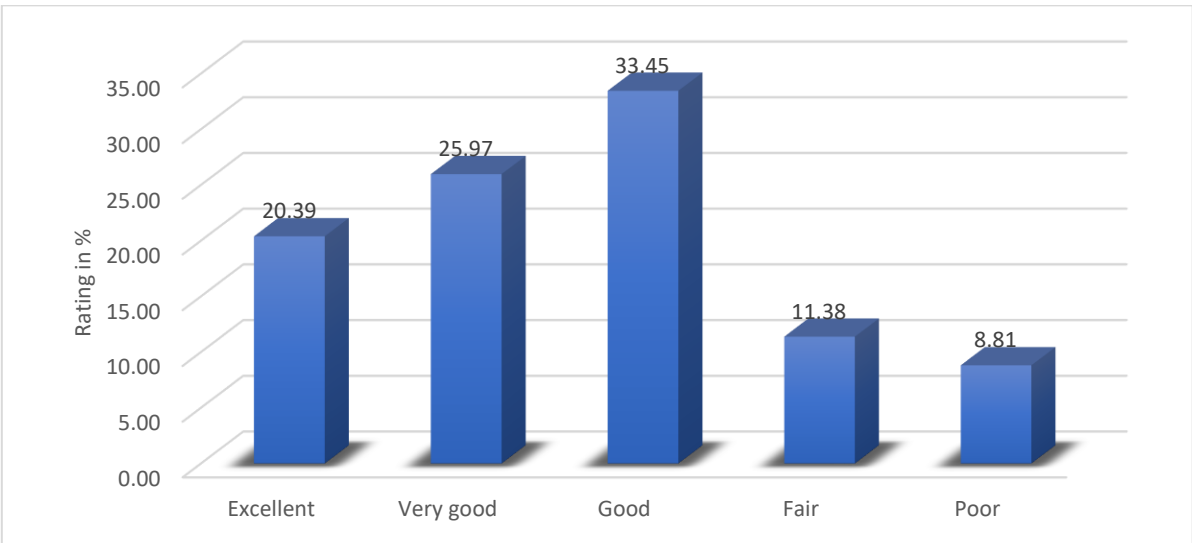


Figure 12

Figure 12 depicts the histogram titled "How would you rate the overall nutritional value of the food in the cafeteria?" that exhibits respondents' perceptions of the food's nutritional value. The majority of feedback is positive, with "Good" being the most selected category at 33.45%, followed by "Very Good" at 25.97%, and "Excellent" at 20.39%. Lower ratings are less frequent, with "Fair" at 11.38% and "Poor" at 8.81%. This distribution highlights that over 79% of respondents view the nutritional value favourably, falling within the "Good" to "Excellent" range. However, the combined 20.19% of "Fair" and "Poor" responses indicate some dissatisfaction, suggesting opportunities to improve the nutritional quality or clarity of food-related information to address this segment's concerns and further enhance satisfaction.

Would you rate the quality of the food as follows



Figure 13

Figure 13 Illustrates the histogram titled " Would you rate the quality of the food as follows" that depicts the distribution of responses regarding food quality. The majority of respondents shared positive feedback, with 34.04% rating the quality as "Good," followed by 27.33% selecting "Very Good," and 19.49% marking it as "Excellent." Lower ratings were less frequent, with 10.73% indicating "Fair" and 8.41% choosing "Poor." These results reflect an overall favourable perception of food quality, with over 80% of responses falling within the "Good" to "Excellent" categories. However, the combined 19.14% of "Fair" and "Poor" ratings highlight some dissatisfaction, suggesting areas for potential improvement to meet higher expectations and enhance satisfaction levels.

How would you rate the prices of the food available

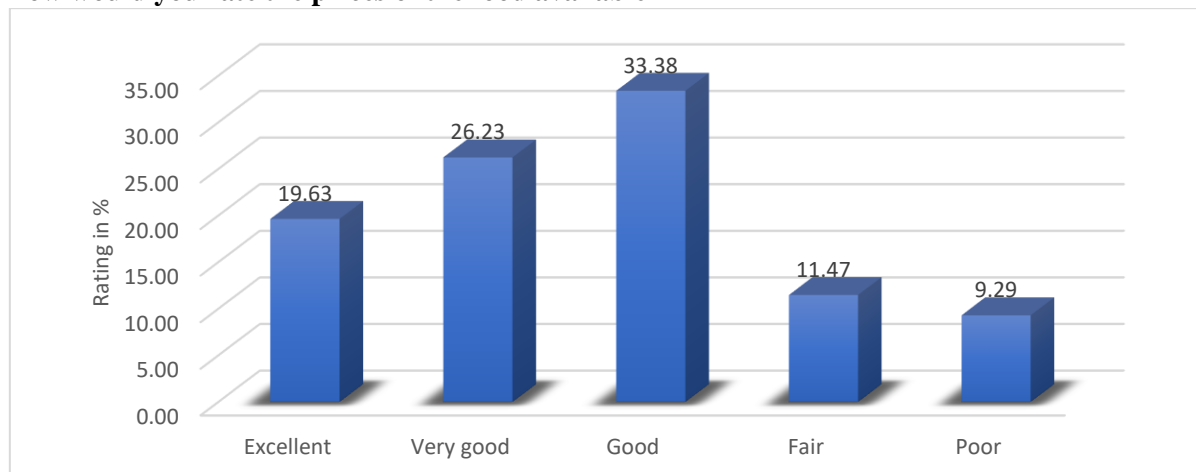


Figure 14

Figure 14 displays the histogram titled "How would you rate the prices of the food available?" shows that respondents' perceptions of food pricing. Most responses reflect positive feedback, with "Good" receiving the highest percentage at 33.38%, followed by "Very Good" at 26.23%, and "Excellent" at 19.63%. Lower ratings are less prominent, with "Fair" at 11.47% and "Poor" at 9.29%. This indicates that over 79% of respondents perceive food prices as reasonable, falling within the "Good" to "Excellent" categories. However, the combined 20.76% of "Fair" and "Poor" responses highlight an area for potential improvement. Addressing concerns about pricing fairness or value for money could enhance satisfaction while reinforcing positive perceptions.

How would you rate the amount of time for the food to be served

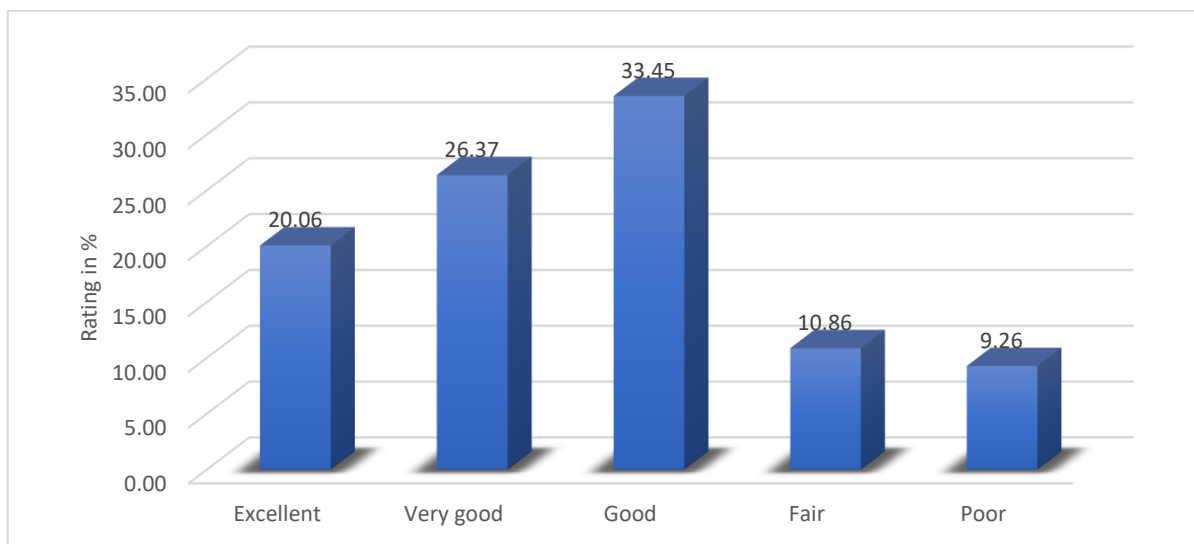


Figure 15

Figure 15 presents the histogram titled "How would you rate the amount of time for the food to be served?" that illustrates the distribution of survey responses regarding service time. The majority of participants rated the time positively, with "Good" receiving the highest percentage at 33.45%, followed by "Very Good" at 26.37%, and "Excellent" at 20.06%. Lower ratings are less frequent, with "Fair" at 10.86% and "Poor" at 9.26%. This indicates that over 79% of respondents are satisfied with the time taken for food service. However, the combined 20.12% who rated it as "Fair" or "Poor" suggest room for improvement, such as optimizing food preparation or serving processes to cater to their expectations. Overall, the histogram reflects a positive sentiment, with opportunities to enhance efficiency further.