



INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

Dundigal, Hyderabad – 500043.

Feedback Analysis on Food Quality Academic Year 2020-21

Average

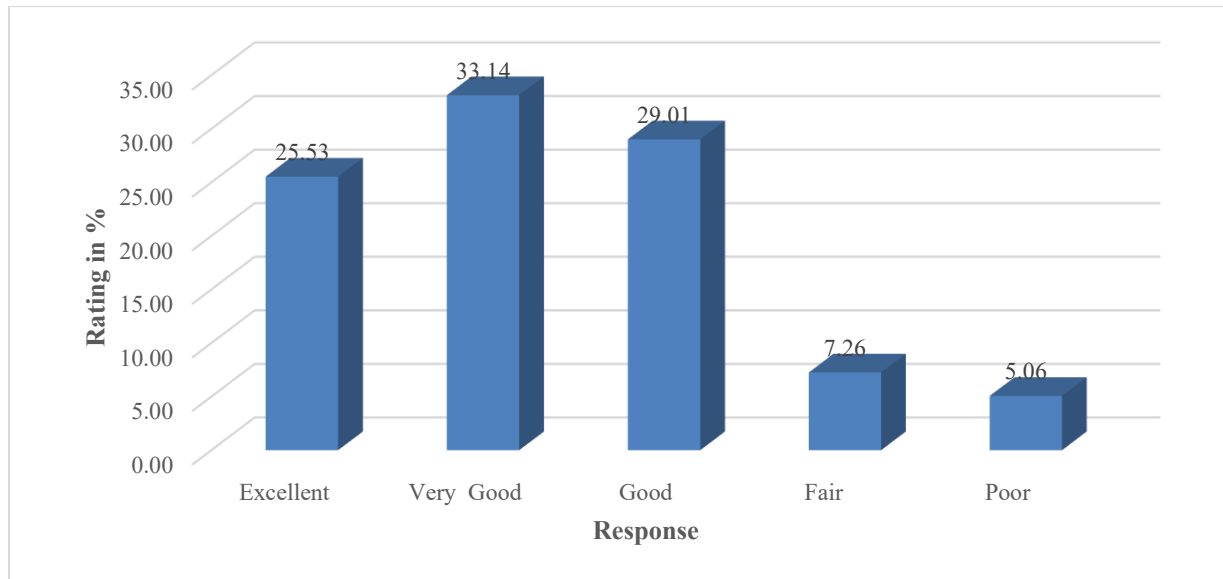


Figure 1

Figure 1 shows that based on the survey on food quality, 87.68 % of the students are satisfied with food quality available in the cafeteria. But, 12.32 % of the students are expecting better food quality and services. Especially, major concerns are regarding the prices of the food, time delay in serving the food, serving nutritious food and availability of details of nutritional values of food items that are being served. The feedbacks of students are taken care and relevant action will be taken by contacting with the cafeteria manager and institute authorities to resolve the issues of food quality and services.

The ambiance of cafeteria

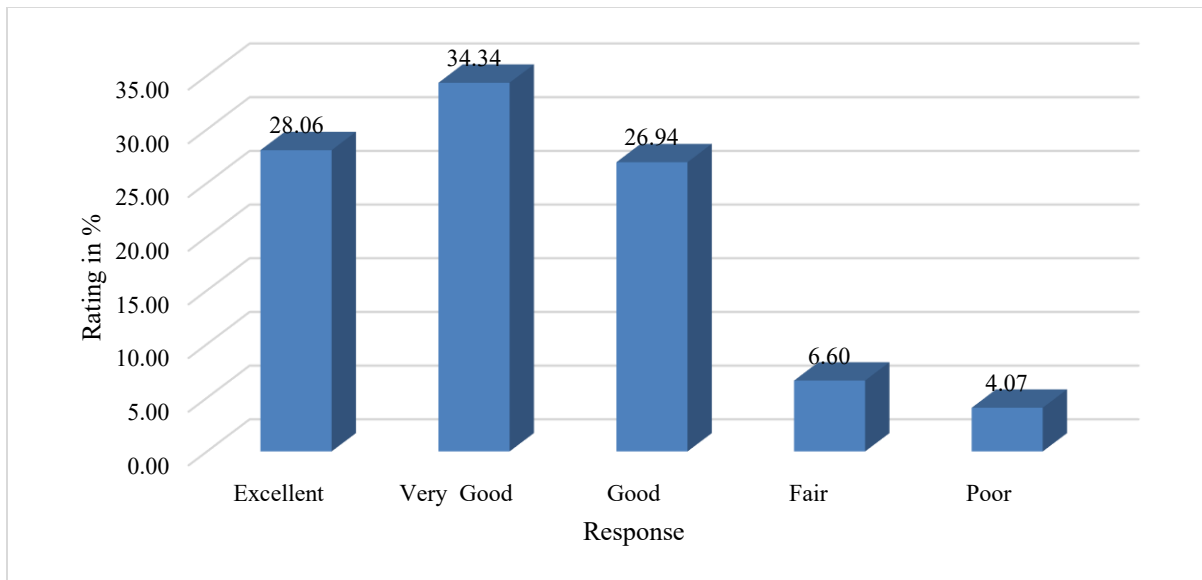


Figure 2

Figure 2 shows 89.33% of the students are satisfied with the ambiance of cafeteria. But, 10.67 % of the students are not satisfied with the ambiance of cafeteria. Based on the given response, this parameter appears to be good.

The availability of staff in the cafeteria

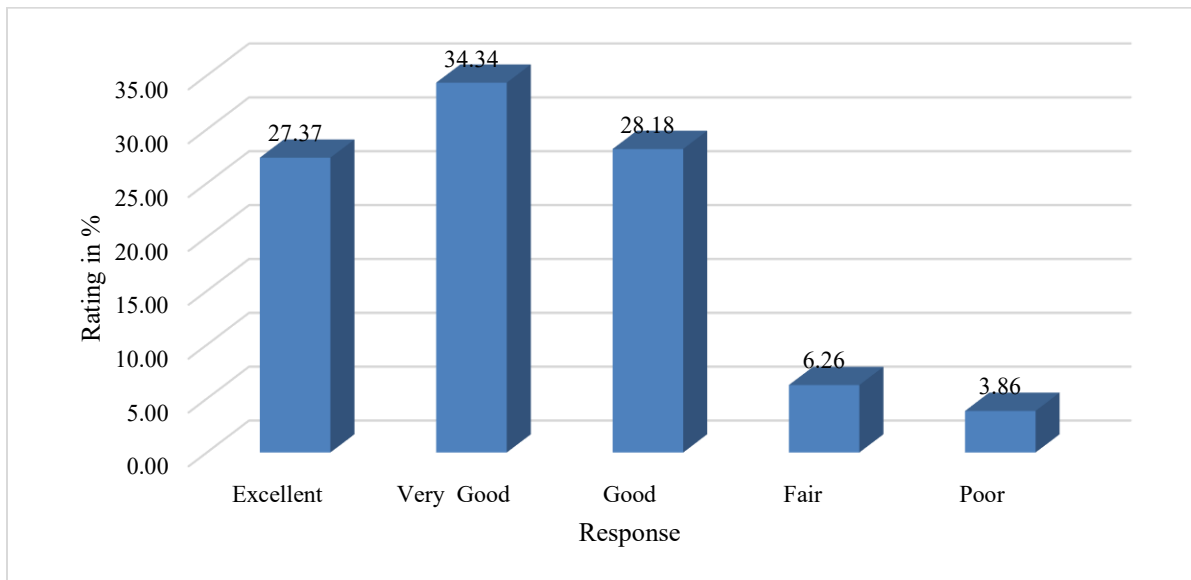


Figure 3

Figure 3 shows that 89.88 % of the students are happy with the availability of the staff in the cafeteria. 10.12 % of the students are not satisfied with the available staff. From the available responses it appears that the given parameter is good.

Cleanliness and accessibility of the Cafeteria

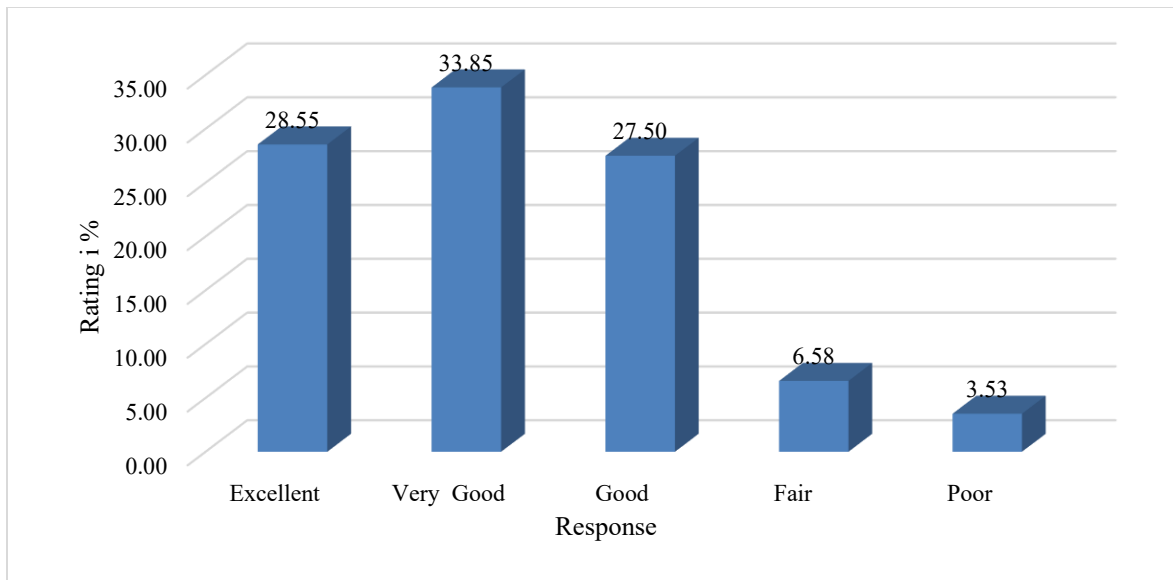


Figure 4

Figure 4 shows 89.89 % of the students are satisfied with the cleanliness and accessibility of the cafeteria. 12.11 % of the students are not satisfied. Based on the given responses, this parameter appears to be good.

The Nutritional information readily available on the Menu

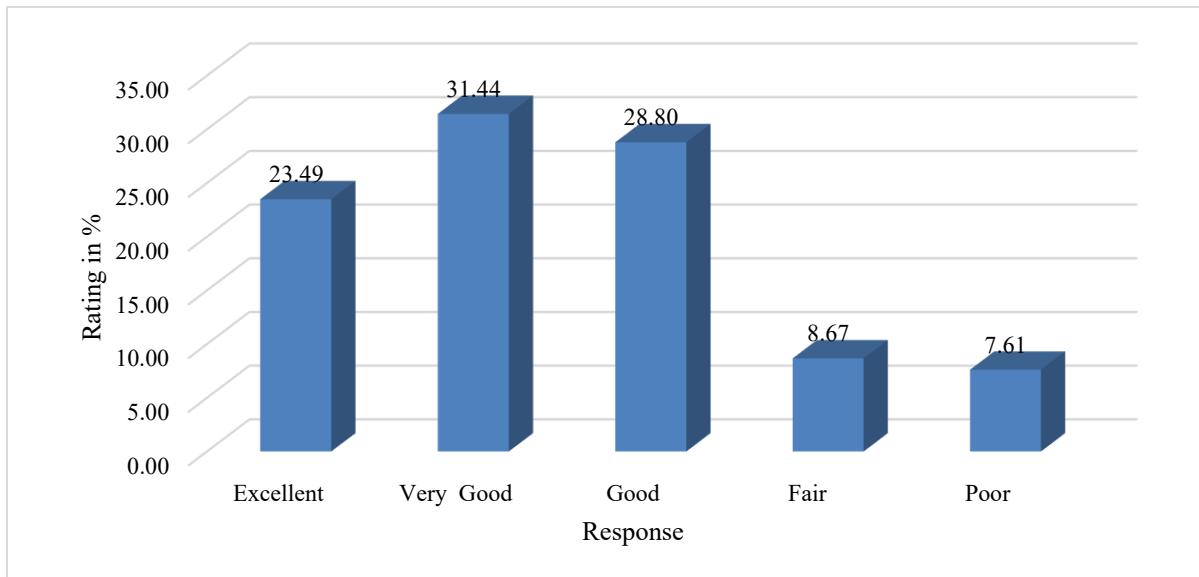


Figure 5

Figure 5 shows that 83.72 % of the students are satisfied about the readily availability of the nutritional information on the menu. But, 16.28 % of students are not satisfied. Overall, the students are satisfied with available information in the menu. However, the complete nutritional value of each food item will be made available in the menu

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

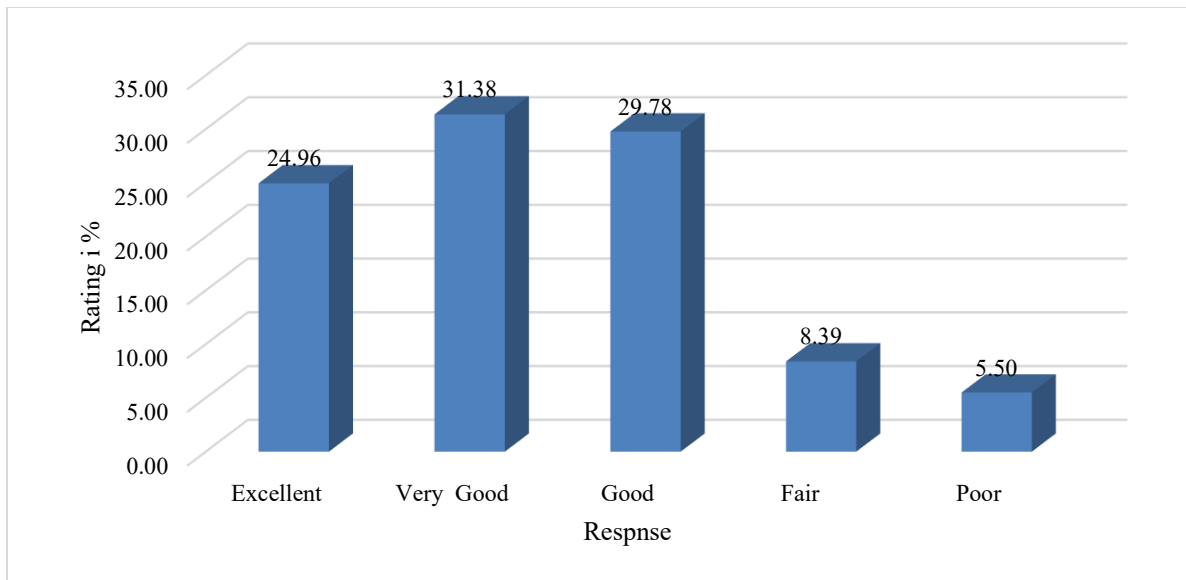


Figure 6

Figure 6 predicts 86.11 % of the students are satisfied with food services that are being provided by the staff whenever the students had any dietary concern. But, 13.89 % of the students are not satisfied with service towards their dietary concerns. Based on the responses, it appears that the staff at cafeteria are concerned towards the needs and requirements of the students.

The variety of options available

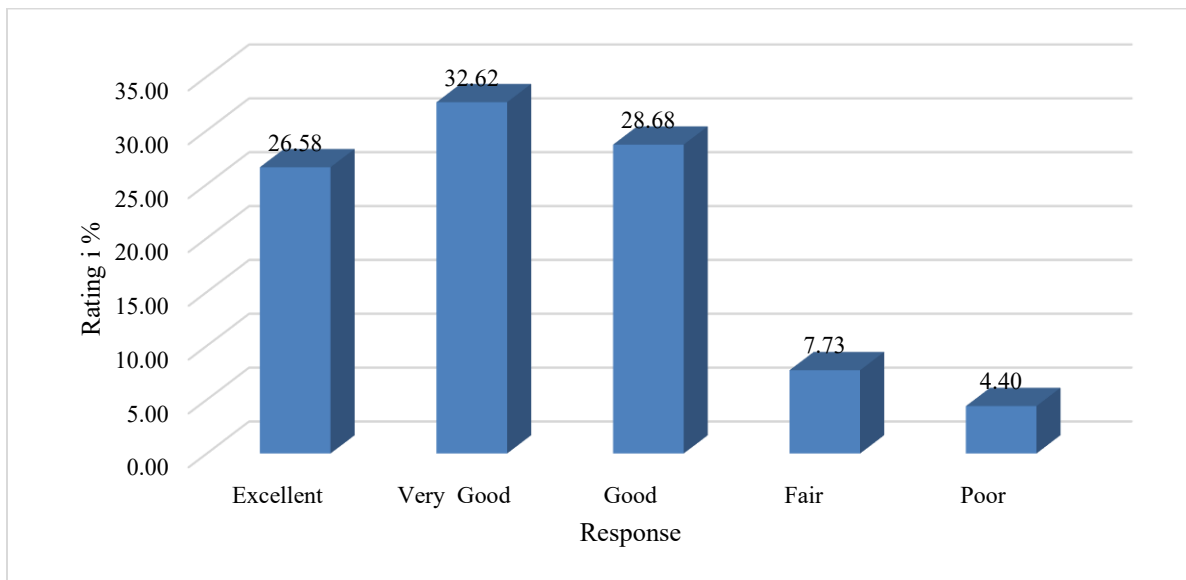


Figure 7

Figure 7 presents 87.87 % of the people are satisfied with the availability of variety of food items in cafeteria. 12.13 % of the students are not satisfied with the different types of the food items in the cafeteria. Based on the responses, this facility appears to be good.

The staff members of the canteen are polite and good.

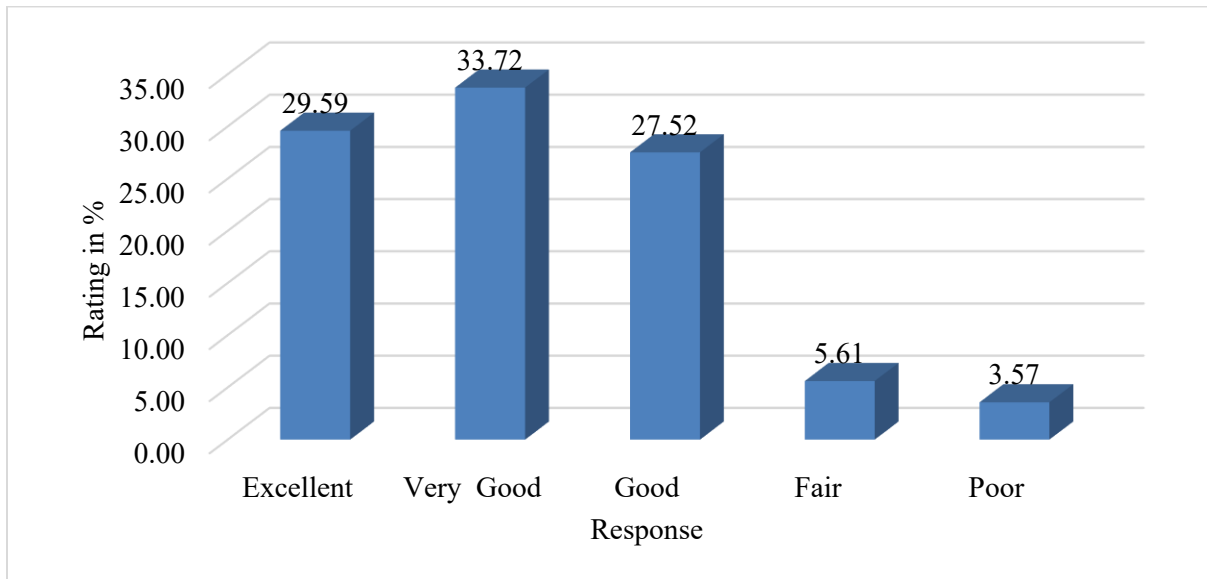


Figure 8

Figure 8 shows 90.82 % of the students are satisfied with behavior of the staff members of the canteen. 9.18 % of the students are not satisfied with nature of the staff. From the responses available it appears the given parameter is good.

How would you rate the quality of the food

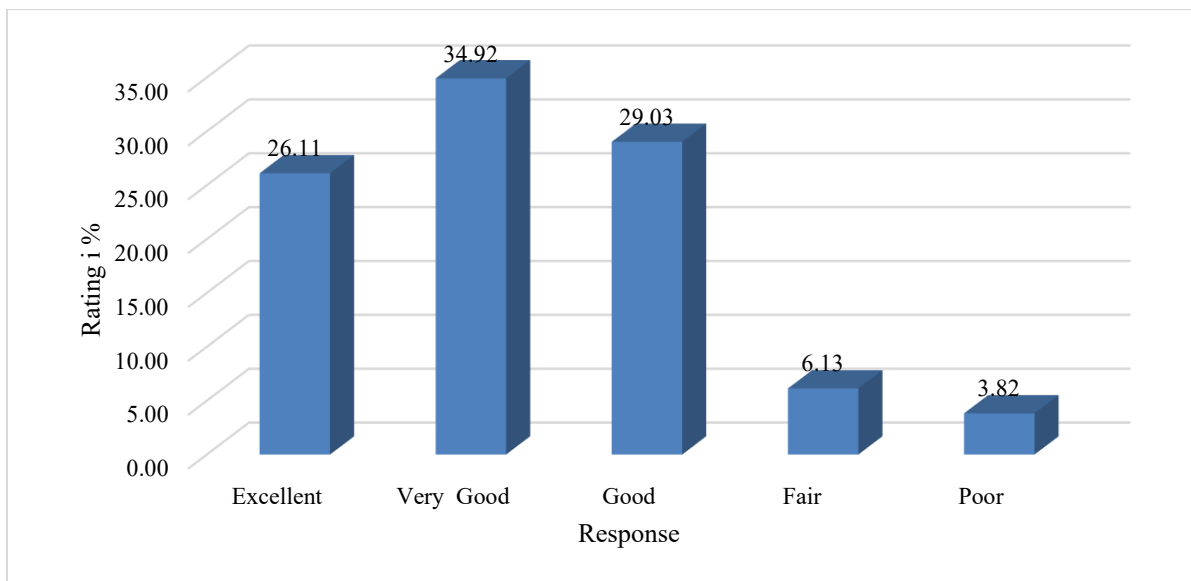


Figure 9

Figure 9 presents 90.05 % of the students are satisfied with quality of the food available in the cafeteria. 9.95 % of the people are not satisfied with the food quality. From the given responses it appears that food quality is good.

How would you rate the overall taste of the food provided

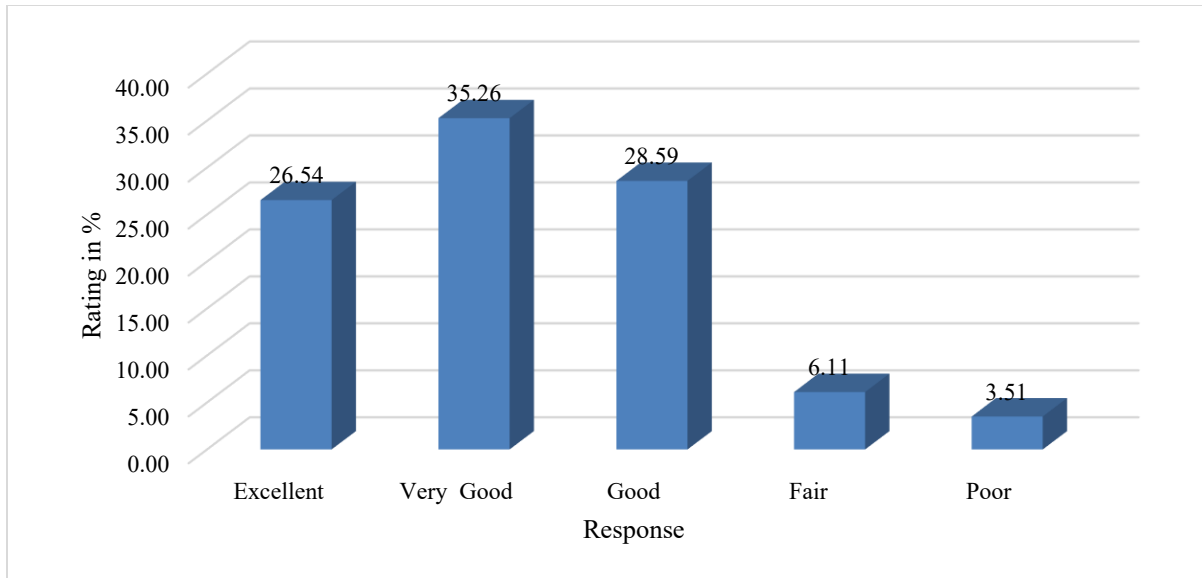


Figure 10

Figure 10 shows that 90.38 % of the students are satisfied with the taste of the food provided in the cafeteria. 9.62 % of the students are not satisfied with the taste of the food provided. From the response it is understood that the taste of the food provided at the cafeteria is good.

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

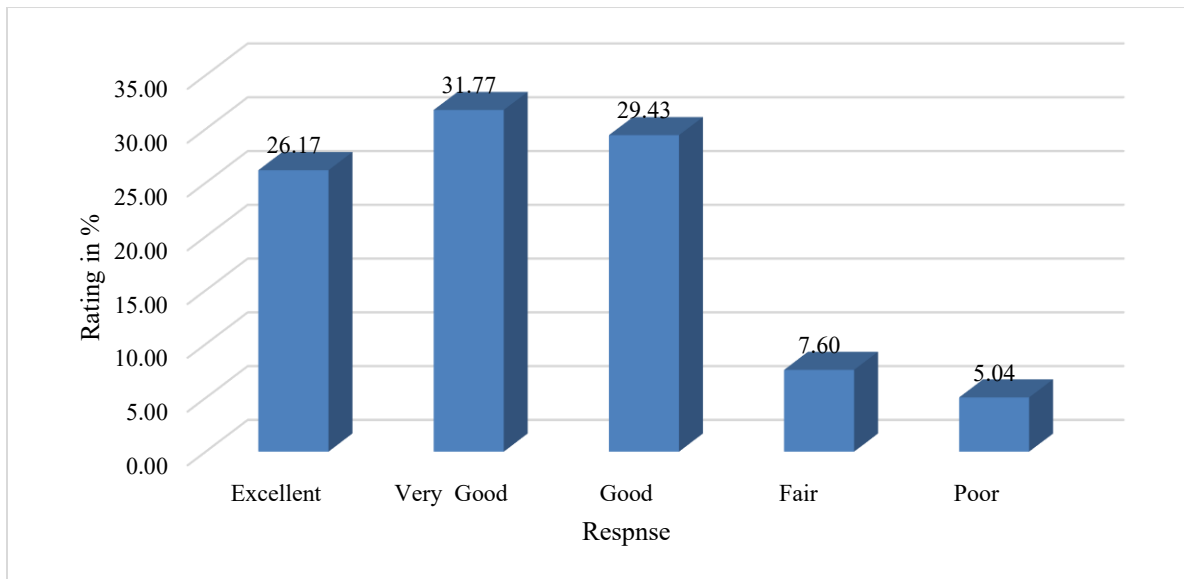


Figure 11

Figure 11 predicts 87.36 % of the students are satisfied with amount of food being offered at cafeteria. But, 12.64 % of people felt that the reasonable amount of food is not being offered for given amount of money. Based on the provided response the amount of food provided seems to be sufficient.

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

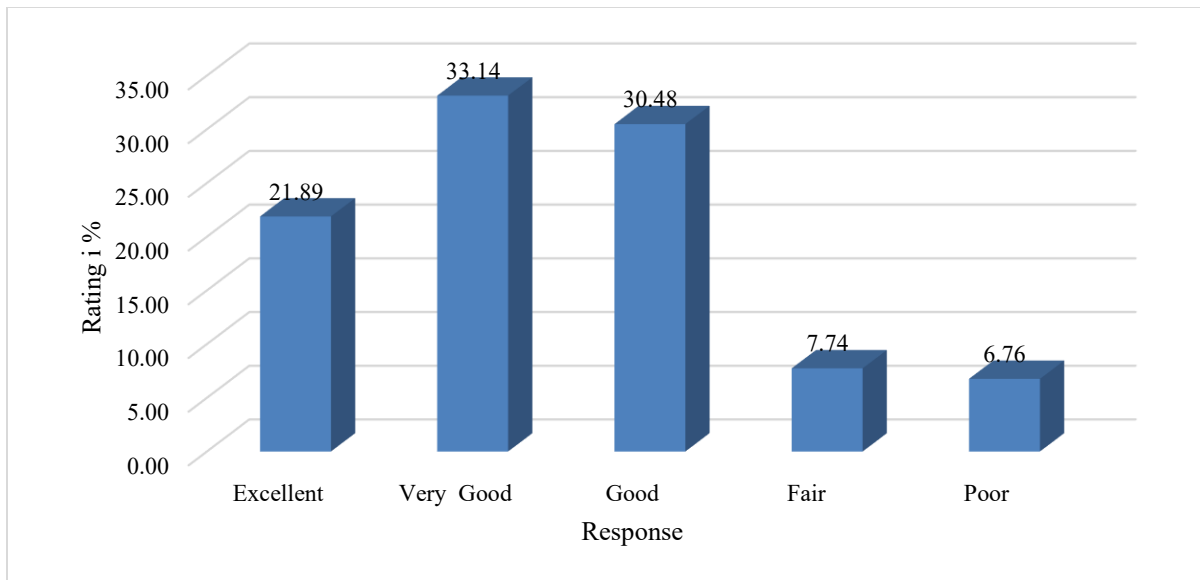


Figure 12

Figure 12 depicts 85.50 % of the students are satisfied with the nutritional value of the food in the cafeteria. But, 14.50 % of the students are not satisfied with nutritional value of the food being provided in the cafeteria. Due care will be taken to provide nutritious food to students by taking suggestions from a dietician.

Would you rate the quality of the food as follows

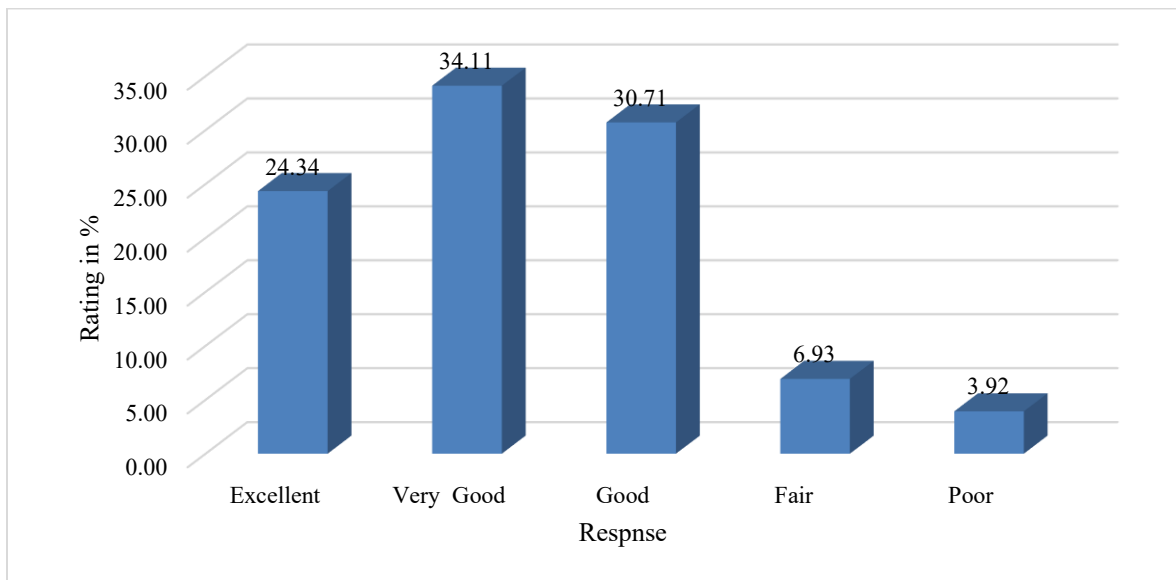


Figure 13

Figure 13 shows 89.15 % of students are satisfied with the quality of the food being provided at the cafeteria. But, 10.75 % of the students are expecting improvement in the quality of the food. Overall, this parameter appears to be good.

How would you rate the prices of the food available

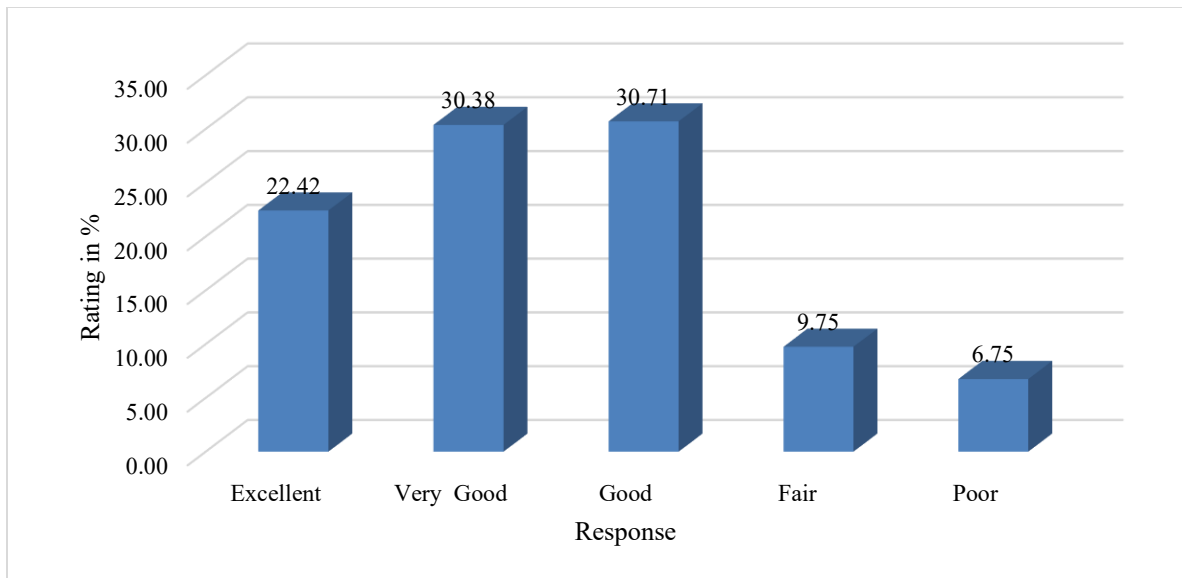


Figure 14

Figure 14 describes 83.50 % of the students are satisfied with the prices of the food. But, 16.50 % of the students are not satisfied with the prices of the food being served at the cafeteria. Action will be taken to revise the prices of all food items and provide food items at reasonable rates.

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

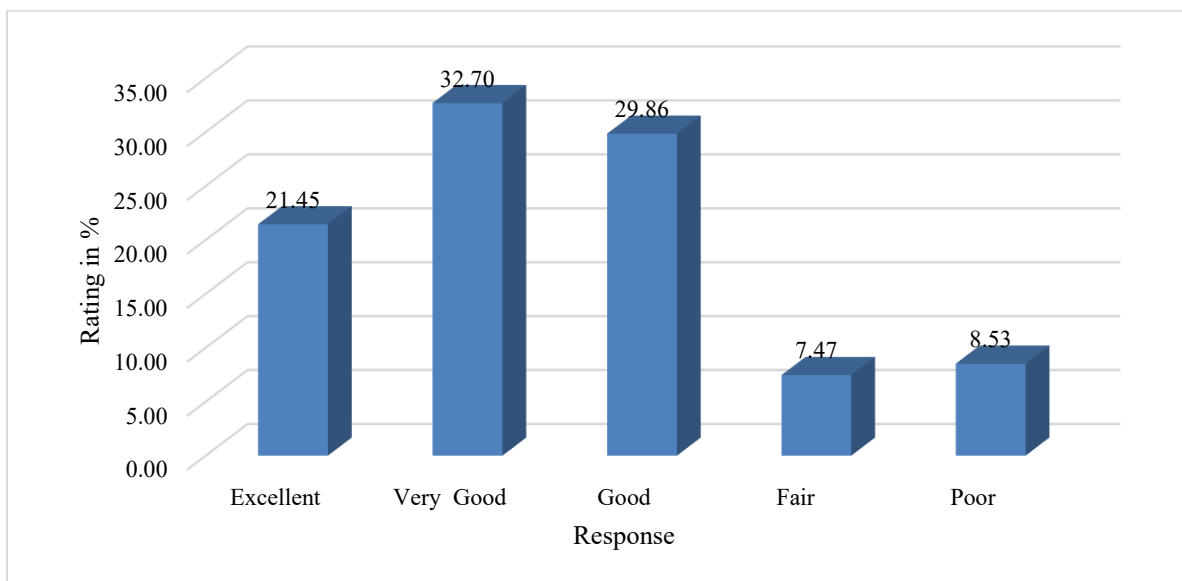


Figure 15

Figure 15 represents 84 % of the people are satisfied with the amount of time taken for the food to be served after placing an order. But, 16 % are not satisfied with the amount of time taken to serve food. From the given response, it appears that a reasonable amount of food is being served to the students.