






Survey: Bid 11-054N – Plasticware and Flatware Cutlery for Cafeterias

160 respondents took this survey



Question Summary

	Question	Question Type	% of Respondents Submitting
Details	Question 1	Multiple select	100.00%
Details	Question 2	Yes-no	100.00%
Details	Question 3	Free response	16.88%
Details	Question 4	Free response	46.88%

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Question 1 (Multiple select)			
160 of 160 respondents answered this question.			
How would you rate the quality of the plasticware currently used?			
		Number of Respondents	Percent
Excellent		10	6.25%
Very Good		54	33.75%
Good		80	50.00%
Fair		14	8.75%
Poor		2	1.25%

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Question 2 (Yes-no)			
160 of 160 respondents answered this question.			
Are you in favor of re-approving the current brand of plasticware?			
		Number of Respondents	Percent
Yes		137	85.62%
No		23	14.38%
Total		160	100.00%

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Question 3 (Free response)		
27 of 160 respondents answered this question.		
If no, why not?		
	Number of Respondents	Percent
Bends and breaks	1	3.70%
flimsy-knives, forks	1	3.70%
Bends to easily	1	3.70%
Do not fix whats not broken	1	3.70%
Flimsy - sharp edges on spoons/sporks	1	3.70%
flimsy straw breaks easy and not enough napkin	1	3.70%
Fork packets are twisted and very flimsy.	1	3.70%
I do not see anything wrong with it	1	3.70%
I don't see any problem with it	1	3.70%
I find that they stick together a lot and the children always drop them on the floor.....alot of waste.	1	3.70%
I'm not sure if what we want will actually will be taken into consideration.	1	3.70%
Issue is with Sporks. The way they are package, they tend to stick to each order causing students to take more than one and a lot of them end up on the floor, creating waste. Also spoons seem a little sharp.	1	3.70%
It serves it's purpose	1	3.70%
Its fine the way it is.	1	3.70%
N/A	4	14.81%
NONE	1	3.70%
So thin that they bend and break. Packaged together in a way that they stick together and students take too many. No time to separate them	1	3.70%
The plastic ware is too fragile. It bends to easily and some of them come already bent inside the box.	1	3.70%
they seem to be fine.	1	3.70%
They stick together and are flimsy in use.	1	3.70%
they work just fine	1	3.70%
to flimsy. breaks easily	1	3.70%
What we have now seems to be working, no complaints.	1	3.70%
Why change something that is good.	1	3.70%
Total	27	100.00%

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Question 4 (Free response)		
75 of 160 respondents answered this question.		
What feedback, if any, have you received from customers on these products?		
	Number of Respondents	Percent
?	1	1.33%
A lot of the spork packets are already open in the case when you open them.	1	1.33%
all good!	1	1.33%
All is Good with papergoods	1	1.33%
bend easy.	1	1.33%
Forks (teacher) break easily	1	1.33%
Forks/ knives alone need to be stronger. Forks break easily and the knives snap.	1	1.33%
good	1	1.33%
Good product, but they stick together from tight packaging.	1	1.33%
GREAT PRODUCT	1	1.33%
I have no problems.	1	1.33%
I have not have any complaints with this product.	1	1.33%
I haven't had any feed back the customers	1	1.33%
I haven't had any issues with the plasticware.	1	1.33%
Knives bend so they are hard to cut with.	1	1.33%
maybe have juice straw also.	1	1.33%
n/a	4	5.33%
No comment!	1	1.33%
no feedback	2	2.67%
no one has ever commented on the quality of plastic ware (good or bad)	1	1.33%
no problems	2	2.67%
none	25	33.33%
None	1	1.33%
none this product serves the purpose wish there were different colors	1	1.33%
None.	2	2.67%
not a good enough napkin	1	1.33%
Only that the napkins are very thin as oppose to the others that we've used.	1	1.33%
our customers never complained about our plasticware	1	1.33%
Product is perfectly fine.	1	1.33%
same as above	1	1.33%

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some time but not all the time I get complaints that the lids on the 5oz cups don't fit or the cups are defective.	1	1.33%
Sometimes there missing items.	1	1.33%
Spork packets are packed so tight you have to seperate everyone. Time consuming.	1	1.33%
The only problem is that we need to use labor time to separete them, so we don't waste it.	1	1.33%
The packets are compacted so tightly that it is difficult to separate them. Many packets are lost due to the time needed to separate them individually.	1	1.33%
The packets do not have enough napkins. other then that there are no problems.	1	1.33%
The plastic wrap that the sporks are in could be a little more secure. They brake easy. Other than that they are a good product.	1	1.33%
the spork packets are packed so tight, it takes time to prep them for students	1	1.33%
They are not very sturdy, particularly the single plasticware that the adults use. They bend easily.	1	1.33%
They are ok whit.	1	1.33%
They are OK.	1	1.33%
They are to fragile.	1	1.33%
They have everything all in one.	1	1.33%
They like what we have.	1	1.33%
Too filmsy	1	1.33%
Total	75	100.00%