






Survey: Bid 15-013B Disposable Compartment Trays for Cafeterias

84 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	19.05%
Details	Question 4	Free response	50.00%

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Question 1 (Multiple select)			
84 of 84 respondents answered this question.			
How would you rate the quality of the 5 compartment tray currently used?			
		Number of Respondents	Percent
Excellent		17	20.24%
Very Good		22	26.19%
Good		31	36.90%
Fair		13	15.48%
Poor		1	1.19%

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Question 2 (Yes-no)			
84 of 84 respondents answered this question.			
Are you in favor of re-approving the current brand of 5 compartment tray?			
		Number of Respondents	Percent
Yes		70	83.33%
No		14	16.67%
Total		84	100.00%

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Question 3 (Free response)		
16 of 84 respondents answered this question.		
If no, why not?		
	Number of Respondents	Percent
a lot of them have to be thrown out due brownish stuff that looks like a dead roach, even though it is not.	1	6.25%
Every case has at least one sleeve with black stains on the sides of the trays and in the compartments. The overall color is poor. Extremely hard to separate the trays.	1	6.25%
I do not have any trouble with the trays.	1	6.25%
I dont have a problem with the tray, I have a problem with it coming in dirty at times. It has dirty particles in between trays that sometimes we have to throw some away.	1	6.25%
Made very poorly they are stains and the have loose particles.	1	6.25%
make more sturdy	1	6.25%
N/A	1	6.25%
Spaghetti, and other pasta entrees are too heavy, The tray becomes vey flimsy	1	6.25%
The are coming in the boxes with stains on them.	1	6.25%
The trays are hard to separate and they have a lot of dirty places on them. We throw quite a few out because of dirty spots.	1	6.25%
The trays has holes, burnt spots and not strong enough	1	6.25%
They are really hard to get apart and some of them have a yellowish tint like they have been burnt.	1	6.25%
Too flimsy and hard to separate.	1	6.25%
trays are hard to get apart and lots of the trays have marks on them that make them appear dirty.	1	6.25%
very difficult to seperate	1	6.25%
Why change the trays they are fine	1	6.25%
Total	16	100.00%

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Question 4 (Free response)		
42 of 84 respondents answered this question.		
What feedback, if any, have you received from customers on this product?		
	Number of Respondents	Percent
alot of plates are dirty and very hard to get apart	1	2.38%
Because the students are allowed more food items sometimes the tray does not hold the weight of the items.	1	2.38%
Better than the tray previously used.	1	2.38%
BLUE, GREEN, ORANGE TRAYS WOULD BE NICE.	1	2.38%
compared to the previous tray I've gotten positive feedback as far as presentation and durability are concerned. Students had tendency to wonder if the previous brand of trays were recycled	1	2.38%
Great product	1	2.38%
Hard to get apart is the only complaint I've heard but that has always been a problem.	1	2.38%
hard to pull apart but quality is good	1	2.38%
I loved the trays they are way better then then the ones from last year.	1	2.38%
N/A	1	2.38%
NA	1	2.38%
No feedback	1	2.38%
None	9	21.43%
none.	1	2.38%
not as good as the old ones but good enough.	1	2.38%
Some are brown like they are burnt or have burnt pieces of paper hanging from them	1	2.38%
some of the trays have burn marks and are discolored.	1	2.38%
Some of the trays have dark marks.	1	2.38%
Students complain about the color of the trays and ask if they are old or reused.	1	2.38%
Sturdy	1	2.38%
The customers don't like the appearance	1	2.38%
The employees are finding multiple trays having to be thrown away due to stains on them.	1	2.38%
The only negative I have is that they could be grease resistant.	1	2.38%
the only problem I have is they are harder to seperate.	1	2.38%
The only problem is they tend to stick together you have to work a little harder to get them apart but they serve the purpose with components.	1	2.38%

The only trouble with the trays is that they sometimes have dark brown stains on them.	1	2.38%
They are difficult to separate while trying to serve quickly.	1	2.38%
they are disgusting.	1	2.38%
They are to hard to pull apart, and they come with stains on them.	1	2.38%
They sometimes have a lot of dirty trays	1	2.38%
This item works great for us.	1	2.38%
This tray is better quality than what we were using for a while in the past.	1	2.38%
this tray is great and i would not change a thing	2	4.76%
Total	42	100.00%