

Survey: Supplier Evaluation - Frozen Treats - Ice Cream

120 respondents took this survey.

Question Summary

	Question	Question Type	% of Respondents Submitting
Details	Question 1	Multiple select	100.00%
Details	Question 2	Multiple select	100.00%
Details	Question 3	Multiple select	100.00%
Details	Question 4	Multiple select	100.00%
Details	Question 5	Multiple select	100.00%
Details	Question 6	Multiple select	100.00%
Details	Question 7	Multiple select	100.00%
Details	Question 8	Free response	100.00%
Details	Question 9	Multiple select	100.00%
Details	Question 10	Multiple select	100.00%






A red asterisk (*) indicates required questions.

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Question 1 (Multiple select)*

120 of 120 respondents answered this question.

How do you rate the supplier in the following area:
Overall Customer Service.





		Number of Respondents	Percent
Poor		5	4.17%
Fair		12	10.00%
Good		40	33.33%
Very Good		36	30.00%
Excellent		27	22.50%

[top](#)

Question 2 (Multiple select)*

120 of 120 respondents answered this question.

How do you rate the supplier in the following area:
Delivery as Scheduled or Promised.





		Number of Respondents	Percent
Poor		0	0.00%
Fair		7	5.83%
Good		33	27.50%
Very Good		39	32.50%
Excellent		41	34.17%

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Question 3 (Multiple select)*

120 of 120 respondents answered this question.

How satisfied are you with the supplier.

		Number of Respondents	Percent
Not Satisfied		3	2.50%
Somewhat Satisfied		14	11.67%
Satisfied		63	52.50%
Very satisfied		40	33.33%

[top](#)**Question 4 (Multiple select)***

120 of 120 respondents answered this question.

Would you recommend using this supplier.

		Number of Respondents	Percent
Yes		110	91.67%
No		10	8.33%

[top](#)**Question 5 (Multiple select)***

120 of 120 respondents answered this question.





Based on your knowledge of products used in the school program are products in compliance with specifications

		Number of Respondents	Percent
Yes		120	100.00%
No		0	0.00%

[top](#)**Question 6 (Multiple select)***

120 of 120 respondents answered this question.

Based on your knowledge of products used in the school program how is the quality compared to similar products.

		Number of Respondents	Percent
Poor		0	0.00%
Fair		8	6.67%
Good		56	46.67%
Very Good		36	30.00%
Excellent		20	16.67%

[top](#)**Question 7 (Multiple select)***

120 of 120 respondents answered this question.

Would you recommend using these products again?

		Number of Respondents	Percent
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Very Unlikely		1	0.83%
Unlikely		0	0.00%
Probably		65	54.17%
Denfinitely		54	45.00%

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Question 8 (Free response)*

120 of 120 respondents answered this question.

Please share any additional information regarding this supplier or the product/service provided. If this supplier's performance is unsatisfactory, please tell us why.

	Number of Respondents	Percent
..	1	0.83%
?	1	0.83%
?????	1	0.83%
all is fine	1	0.83%
All is good	1	0.83%
all is good-	1	0.83%
always on time and always frozen,	1	0.83%
Any time I have had to deal with the company, they have always assisted professionally.	1	0.83%
As a high school I do not get much ice cream, but I like to do the promotions (shamrock cups) from time to time. Since I do not get ice cream a lot I did make a mistake on the delivery day and they were very nice about it when they called me, however when the driver came to my school he was VERY NASTY! he said that I messed up his day by him having to come to my school, he also said that we should not serve this CRAP (sorry for the language but that is what he said)to high school students. Then he was telling me that since the other high schools do not order these items that I should not bother to order them either. I really hope that the other drivers are not like this. he has been the driver for this school for a wile, His attitude is the reason I do not really order ice cream anymore.	1	0.83%
As the 6th largest school district in the USA, I feel that we as a district should be indicating how and when we need to place an order. This company has made the ordering process unnecessarily difficult.	1	0.83%
At times we do not get the flavor ordered mostly special items like for a holiday. example st pattys day and should get green might get an orange or cherry.	1	0.83%
CARDBOARD BOXES ARE A HINDER.	1	0.83%
Courtesy reminders are great along with the customer service. Wish all service providers were as helpful Keep up the good work!	2	1.67%
Customer service with this company is at a 1 out of 10 in my book, some days they act like we need them more than they need us... Professionally (Michelle Craven) .. Product might be a day or two fresh, but great customer service is everything to a business.	1	0.83%
Dates need Checked often with all FT items	1	0.83%
Dave my juice delivery man has great customer service and truly cares about all of us managers.	1	0.83%

Deliveries are Always on time, and the company sends reminders which is very helpful especially when you are really busy.	1	0.83%
DELIVERY GUYS ARE GREAT.....	1	0.83%
Delivery person is always nice and polite. Students love the ice cream!	1	0.83%
Delivery person is very friendly.	1	0.83%
Driver very professional. Delivery always comes when promised.	1	0.83%
driver/ delivery person is ALWAYS pleasant and helpful	1	0.83%
Easy to talk to.	1	0.83%
every thing is ok	1	0.83%
everything is ok here	1	0.83%
EXCELLENT CUSTOMER SERVIVE	1	0.83%
Frozen Treats is a great company that know the ins and out of Broward County.Great Customer Service in my opinion!	1	0.83%
girls in the office can be rude when you have a question or need to place an order.	2	1.67%
Good company	1	0.83%
good job	1	0.83%
Good products.	1	0.83%
GREAT SERVICE	1	0.83%
great supplier	1	0.83%
I am not entirely happy about the boxes instead of the crates	1	0.83%
I am not entirely happy about the boxes instead of the crates.	1	0.83%
I am very pleased with the service that is provided here at Banyan Elementary.	1	0.83%
I appreciate their customer service. From the driver to the ones in the office. They are very patient and understanding when issues arrive. I love how prompt they are when issues do arise. My driver, goes above and beyond at times to ensure we receive the order in due time as needed.	1	0.83%
I do not receive ice cream very much since it is not a good seller here. I have gotten some on occasion and had no problems.	1	0.83%
I don't order ice cream. I only order the shape ups on special occasions, but I do not always get the right item. For example: this week I ordered shamrock shape ups and they sent me watermelon.	1	0.83%
I had 2 big I/C boxes that rusted out, they were replaced by Frozen treats (per health dept.) with 2 small I/C boxes & I have a wonderful time trying to store the frozen treats as I have no space. I complained to Mr. Craven but it did no good;	1	0.83%
I have never had any problems with my Ice-cream delivery's	1	0.83%
I like this product.	1	0.83%
I love this product.	1	0.83%
Im Satisfied.	1	0.83%
it would be nice if the driver put the juice up on the shelves and not just leave it on the floor.	1	0.83%
It would be nice if the driver would put our juice on the shelves	1	0.83%

Items that I order are always delivered. Cliff and David, are resource full, respectful, and always come in with a smile and a hello. Great customer service and helpful!! :)	1	0.83%
kids love their ice cream	1	0.83%
Let us order milk like McArthur Milks used to do.	1	0.83%
love them	1	0.83%
milk i do not like the we order we need to have our order by 2:30 ice cream be soft /they always short me juice because i am last	1	0.83%
N/A	10	8.33%
na	1	0.83%
no further comment is nessasary	1	0.83%
no issues	1	0.83%
No issues at this school.	1	0.83%
no Problem with any of the products	1	0.83%
no problems	1	0.83%
none	7	5.83%
nothing unsatisfactory	1	0.83%
ok	3	2.50%
One of the best customer service we have.. Thank you Frozen Treats	1	0.83%
Outstanding	1	0.83%
Poor customer service. I dread having to call this supplier.	1	0.83%
Product is always on time.	1	0.83%
Question 9 Always	1	0.83%
Rude, unaccommodating. When I have to call for any reason I am made to feel that they are doing me a favor. I was actually told that during the coolers constructions. (I had cooler construction at both my schools this year)	1	0.83%
Satisfactory	1	0.83%
Satisfied with supplier always helpful	1	0.83%
satisfied with supplier always helpful if I need to speak to someone when I call about a question.	1	0.83%
Satisfied with the company and the delivery when there is a problem someone always gets back with you to fix the problem.	1	0.83%
Satisfied with the supplier..	1	0.83%
service is wonderful	1	0.83%
Sometimes juice has opened. Big mess	1	0.83%
Supplier always provide ice cream that is ordered.	1	0.83%
Supplier is great the only issues is with trying to order milk at the end of the day. Wouldn't it be just as easy for the vendor to just bring enough milk on their truck to leave a milk order on the back door. I pretty much order the exact same thing every day with very little variation. When school is short handed it is difficult to remember to get to the computer to order so that it is on time.	1	0.83%

Supplier needs to realize that we are the CUSTOMER. We get demanding orders and not requests. Drivers are very polite and willing to work with us if we have problems with refrig.	1	0.83%
The only problem is in the ordering of milk. We had better control when we would order for same day delivery.	1	0.83%
The service and quality of the product and supplier are satisfactory	1	0.83%
the supplier is okay	1	0.83%
The temperature of the product is good upon delivery and the service is very good.	1	0.83%
There have been times when we call and some (not all) employees that work for Frozen Treats in the office are not very positive. Michelle is a doll, we ask for her whenever possible!	1	0.83%
there ok	1	0.83%
They are OK	1	0.83%
They are very good	1	0.83%
They at times need to be more cautious of dates on products of milk, juice, and frozen treats.	1	0.83%
They do a very good job.	1	0.83%
They have been very helpful for Thurgood Marshall	1	0.83%
They have very good customer service	1	0.83%
They need to come up with a better product for us to sell in place of the juice bars; I'm lucky if I sell 5-10 a week.	1	0.83%
This is supplier is very good I had no problem.	1	0.83%
This supplier products are marketable but customer service is very poor.	1	0.83%
very good	2	1.67%
Very good	1	0.83%
very good driver	1	0.83%
Very pleasant people	1	0.83%
web site not very user friendly. Not happy that we have to place orders before 2pm.	1	0.83%
When juice is substituted i dont see emails in advance saying they will be making a substitution. The fact that we cant give the drivers our milk orders for the next day :(.	1	0.83%
When we forget to order milk they always call us to remind us and to get that order in. Doesn't happen very often but they are there for us.	1	0.83%
Would like to order milk the way we use to with MacArthur Dairy	1	0.83%
Total	120	100.00%

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Question 9 (Multiple select)*

120 of 120 respondents answered this question.

Do you get the products you order?




		Number of Respondents	Percent
Sometimes		5	4.17%
Most Times		115	95.83%

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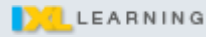
Question 10 (Multiple select)*

120 of 120 respondents answered this question.

If the product ordered is not delivered, do you receive an acceptable substitution.

		Number of Respondents	Percent
Yes		83	69.17%
No		4	3.33%
N/A		33	27.50%

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