

**18-027B - Cafeteria Equipment
Customer Satisfaction Survey**

101 respondents took this survey.

Question 1 (Multiple select)

67 of 101 respondents answered this question.

How would you rate the performance of new reach-in refrigerators & freezers delivered in the last 18 months? (This is not for Walk-in cooler/freezers.)

	Number of Respondents	Percent
Excellent	12	17.91%
Very Good	19	28.36%
Good	27	40.30%
Fair	7	10.45%
Poor	2	2.99%

Question 2 (Free response)

27 of 101 respondents answered this question.

If you answered fair or poor on question 1, please provide school name, description and brand of equipment, and specific issue.






	Number of Respondents	Percent
** NEHS did not receive any reach ins	1	3.70%
Did not receive any	1	3.70%
Did not receive new equipment.	1	3.70%
equipment failed after 2 years	1	3.70%
Have not received one	1	3.70%
I am happy with Walk-in Freezer, and Refrigerator. I also love the space we have to store food items. Thank You!	1	3.70%
I didn't get any	1	3.70%
I do not have a new reach-in refrigerators at Endeavour or Royal Palm (old)	1	3.70%
i have not receive any new ref or freezer in the last 18 month.	1	3.70%
I wish the doors to the walkin refrigerator and freezer would of had a window in it...	1	3.70%
n/a	6	22.22%
na	1	3.70%
None	1	3.70%
Not applicable	1	3.70%
Pioneer Middle Victory Ultraspec 2-door & 3-door Reach in freezers; To store breakfast & lunch items that won't fit in walkin freezer. Both units are still condensating	1	3.70%
Received no new equipment other than 2 new registers in the last 18 months	1	3.70%
Silver Trail Middle/Silver Lakes Elem. They are both Victory reach-in freezers. They constantly sweat around the gasket, form ice cycles from the vent and drip water that freezes on the bottom. The one at Silver Trail has been replaced twice and the same thing keeps happening.	1	3.70%
the handle fell off the refrigerator in the first month and the lock on the door has already been repaired.	1	3.70%

**18-027B - Cafeteria Equipment
Customer Satisfaction Survey**

The lighting is very poor Walk in cooler/freezer	1	3.70%
they went down a couple of times.	1	3.70%
Victory - Not heavy quality grade. Cheaply made. Always in need of repair.	1	3.70%
Westwood Heights Elementary, There is always something beeping on this refrigerator, temperator is always off, HACCP light beeps, you open it for a second it goes from 41 to 60 degrees.. Victory/Ultraspac, we need a crash course in use and settings.	1	3.70%
Total	27	100.00%

Question 3 (Multiple select)
35 of 101 respondents answered this question.

How would you rate the performance of new steam tables (serving lines) delivered in the last 18 months?

	Number of Respondents	Percent
Excellent 	7	20.00%
Very Good 	12	34.29%
Good 	10	28.57%
Fair 	3	8.57%
Poor 	3	8.57%

Question 4 (Free response)
28 of 101 respondents answered this question.

If you answered fair or poor on question 3, please provide school name, description and brand of equipment, and specific issue.






	Number of Respondents	Percent
**NEHS did not receive any new steam tables	1	3.57%
Bone	1	3.57%
don't have one	1	3.57%
Have not received one	1	3.57%
I didn't get any	1	3.57%
I do not have a new steam tables (old) Endeavour an Royal Palm	1	3.57%
N / A	1	3.57%
N/A	10	35.71%
N/A did not get one	1	3.57%
na	2	7.14%
NONE	1	3.57%
NOT APPLICABLE	1	3.57%
SAME AS # 2	1	3.57%
School has old steam table.	1	3.57%
serving line shouldn't have a glass that break with the hit.	1	3.57%
They dont get really hot to keep the vegetables up to temp and the food, and heat on top is really not the hot to keep hot food from loosing temp. Colorpoint	1	3.57%
they rust	1	3.57%

**18-027B - Cafeteria Equipment
Customer Satisfaction Survey**

WE ARE GOOD, IT WORKS.	1	3.57%
Total	28	100.00%

Question 5 (Multiple select)
32 of 101 respondents answered this question.

How would you rate the performance of new ovens delivered in the last 18 months?

	Number of Respondents	Percent
Excellent 	5	15.62%
Very Good 	9	28.12%
Good 	15	46.88%
Fair 	2	6.25%
Poor 	1	3.12%





Question 6 (Free response)
23 of 101 respondents answered this question.

If you answered fair or poor on question 5, please provide school name, brand of equipment, and specific issue.

	Number of Respondents	Percent
**NEHS did not receive any new ovens	1	4.35%
Coral Springs Elementary - Garland Oven MCO-ES-10S Making noise and door not closing properly.	1	4.35%
don't have any of the above item deliver	1	4.35%
don't have one	1	4.35%
I didn't get any	1	4.35%
I do not have a new over Endeavour or Royal Palm	1	4.35%
i had the service people out within the first two weeks of having the new ovens. Both overs have been serviced and they are only a few months old	1	4.35%
N/A	11	47.83%
N/A did not get one	1	4.35%
na	1	4.35%
None	2	8.70%
NOT APPLICABLE	1	4.35%
Total	23	100.00%

Question 7 (Multiple select)
37 of 101 respondents answered this question.

How would you rate the performance of new Groen steamers and kettles delivered in the last 18 months?

	Number of Respondents	Percent
Excellent 	4	10.81%
Very Good 	15	40.54%
Good 	15	40.54%
Fair 	1	2.70%

**18-027B - Cafeteria Equipment
Customer Satisfaction Survey**

Poor 2 5.41%

Question 8 (Free response)

24 of 101 respondents answered this question.

If you answered fair or poor on question 7, please provide school name, type and brand of equipment, and specific issue.

	Number of Respondents	Percent
**NEHS did not receive any new steamers	1	4.17%
7543237110	1	4.17%
dont have one	1	4.17%
I didn't get any	1	4.17%
I do not have a new Groen steamers and kettles at Endeavour or Royal Palm	1	4.17%
My steamer breaks ever 3 months.	1	4.17%
N / A	1	4.17%
N/A	8	33.33%
n/a	1	4.17%
N/A	1	4.17%
N/A Have not received Groen steamers in the last 18 months.	1	4.17%
N/A did not get one	1	4.17%
na	2	8.33%
None	2	8.33%
was out half the year.	1	4.17%
Total	24	100.00%

Question 9 (Multiple select)

32 of 101 respondents answered this question.

How would you rate the performance of new Combi-steamers (Alto Shaam or Vulcan) delivered in the last 18 months?

	Number of Respondents	Percent
Excellent 	5	15.62%
Very Good 	15	46.88%
Good 	10	31.25%
Fair	0	0.00%
Poor 	2	6.25%

Question 10 (Free response)

23 of 101 respondents answered this question.

If you answered fair or poor on question 9, please provide school name, type and brand of equipment, and specific issue.

	Number of Respondents	Percent
N/A	1	4.35%
** NEHS did not receive a new combi steamer	1	4.35%

**18-027B - Cafeteria Equipment
Customer Satisfaction Survey**

dont have one	1	4.35%
Have not received one	1	4.35%
its no good at all always running over with steaming water very dangerous.	1	4.35%
Kelly	1	4.35%
N/A	10	43.48%
N/A	1	4.35%
n? A did not get one	1	4.35%
na	1	4.35%
None	1	4.35%
NOT APPLICABLE	1	4.35%
Not New Both Schools	1	4.35%
WE ARE HAPPY WITH COMBI-STEAMER/ OVEN.	1	4.35%
Total	23	100.00%