






18-139B – Paper and Plastic Items for Cafeterias  
Customer Satisfaction Survey

136 respondents took this survey.



<b>Question 1 (Multiple select)</b>			
134 of 136 respondents answered this question.			
How would you rate the quality of current paper and plastics in the Central Warehouse? (Excluding 5 compartment trays and spoon/fork kits).			
		<b>Number of Respondents</b>	<b>Percent</b>
Excellent		16	11.94%
Very Good		37	27.61%
Good		70	52.24%
Fair		9	6.72%
Poor		2	1.49%

<b>Question 2 (Free response)</b>		
20 of 136 respondents answered this question.		
Please explain the reason for a fair or poor rating.		
	<b>Number of Respondents</b>	<b>Percent</b>
#3 boats are flimsy.	1	5.00%
3# BOATS SOMETIMES COMES APART ON THE SIDES AFTER YOU ADD HOT RICE AND THE CHICKEN TO IT.	1	5.00%
5.5 lids do not fit tightly on 5.5 cups. Lids are wider than cups.	1	5.00%
Bags tear easily.	1	5.00%
difficult open/close, but better	1	5.00%
N/A	1	5.00%
None	1	5.00%
Paper plates are hard to seperate	1	5.00%
plastic food bags rip, and are hard to pull apart Do not like how freezer storagebags are packed.	1	5.00%
Rip easy	1	5.00%
small bags break easily.	1	5.00%
some are very hard plastic and the somat will not chop them up.	1	5.00%
Some items such as the big food bags are not great and are all over the place and the bun rack are really bad. Once the go over the rack they split.The freezer small bags are ok.	1	5.00%
the bun rack covers, the food and the freezer bags (200 ct) tear very easy. the soda spoons are soft and do not hold food well. everything else is ok.	1	5.00%
the plate do not come apart easily	1	5.00%
The Salad container #1003980 is too thin & flimsy.	1	5.00%
The trays are very weak and bend,	1	5.00%
thin, break easily	1	5.00%
tray always stock together and sometime brown spot on trays bun rack too thin	1	5.00%
Trays lunch at times have burn marks on them	1	5.00%
Total	20	100.00%

**Question 3 (Yes-no)**

133 of 136 respondents answered this question.



Has the quality of the Freezer Storage Bag, item #1000342, improved within the last year?

		Number of Respondents	Percent
Yes		83	62.41%
No		50	37.59%
Total		133	100.00%

**Question 4 (Yes-no)**

131 of 136 respondents answered this question.

Has the quality of the Plastic Food Bag, item 1000341, improved within the last year?

		Number of Respondents	Percent
Yes		83	63.36%
No		48	36.64%
Total		131	100.00%

**Question 5 (Free response)**

45 of 136 respondents answered this question.

Comments on Specific Items?

	Number of Respondents	Percent
bun rack covers fit very snug on the metal rack. the small food storage bags break easily the pan covers are good haven't noticed a changed in them.	1	2.22%
Everything is ok or good for paper/ plastics in warehouse . I have no complaints.	1	2.22%
Freezer bags poor quality the seam breaks open often and they split down the sides at times the new Food bags are very strong nice improvement	1	2.22%
Freezer Plastic bag too thin, they break easily especially on field trips	1	2.22%
FREEZER STORAGE BAGS-TOO THIN, THEY TEAR EASY. THE FOOD BAGS ARE THICKER THAN BEFORE, MUCH BETTER.	1	2.22%
Have not ordered either item in the last year.	1	2.22%
I didn't say poor because most items are good but the knives are useless to cut with. Also there is lot of waste with combo fork packs because they are packed so tight that they stick together and students pick up several and drop some. And no you can't monitor that.	1	2.22%
i have not ordered the little bags. the sheet tray-sized bags are thicker but are not as easy to store as the ones that came on a roll.	1	2.22%
It would be good if the bag size was also on the list.	1	2.22%
Items with sharp end like a cookie bag slice right into them	1	2.22%
Much better quality but the packaging is not terrible. Too many comes out at the same time when you are trying to get one.	1	2.22%
Much Stronger	1	2.22%
N/A	2	4.44%
Need bigger brush for pots instead of those toothbrushes ones	1	2.22%

no comments.	1	2.22%
outside of boxes are very dirty	1	2.22%
plastic food bag is thinner and dose not hold up	1	2.22%
Rip easily.	1	2.22%
same	1	2.22%
see # 2 above these bags are poor quality	1	2.22%
see above, thank you very much!	1	2.22%
sometime when you rip them apart they have a hole in them	1	2.22%
sometimes the split on the side (Freezer bags)	1	2.22%
Stayed the same I have not used the new Freezer storage bag	1	2.22%
still have old ones 341/342	1	2.22%
stronger	1	2.22%
tear very easy	1	2.22%
The bags are working out good. They are not tearing apart so easy.	1	2.22%
the food bags are harder to put on pans	1	2.22%
the little freezer bags tend to break when ice is placed inside	1	2.22%
The new freezer bags seem to rip a little easier than before. They seem to be less opaque as well.	1	2.22%
The old food bags were so much better as were the bun rack covers.	1	2.22%
The plastic bags are still very thin and break easily. It would work better if the bags were stronger and if they were a little longer so once you get them over a product / pan you still have room to tie them.	1	2.22%
the plastic food bag item 1000341 breaks very easily.	1	2.22%
the secondary salad trays are very flimsy	1	2.22%
The small bag breaks before you even put anything in it. The new "tray bag" is much better.	1	2.22%
THE SMALL FREEZER BAGS RIP EASILY, YOU HAVE TO PUT 2 TOGETHER TO HOLD WHATEVER YOU'RE PUTTING IN IT....THEY ARE TERRIBLE.	1	2.22%
they still rip bad	1	2.22%
THEY TARE VERY EASILY	1	2.22%
They tear open very easy.	1	2.22%
to thin, rip to easy	1	2.22%
too thin. rip easy	1	2.22%
Trays are hard to get apart	1	2.22%
We could not tell the difference of the bags improvement.	1	2.22%
Total	45	100.00%