








16-123B – Plasticware and Flatware Cutlery for Cafeterias
Customer Satisfaction Survey

121 Respondents took this survey

Question 1 (Multiple select)			
120 of 121 respondents answered this question.			
How would you rate the quality of the plasticware currently used?			
		Number of Respondents	Percent
Excellent		13	10.83%
Very Good		50	41.67%
Good		48	40.00%
Fair		8	6.67%
Poor		1	0.83%

Question 2 (Yes-no)			
119 of 121 respondents answered this question.			
Are you in favor of re-approving the current brand of plasticware?			
		Number of Respondents	Percent
Yes		107	89.92%
No		12	10.08%
Total		119	100.00%

Question 3 (Free response)			
13 of 121 respondents answered this question.			
If no, why not?			
		Number of Respondents	Percent
because the students like the fork combo packets		1	7.69%
Hard to open for younger kids, the sporks break when you use them to open the package. They have been missing straws lately, and the straws should have a point on them so they can open all items we serve. On juice days we have to give them packets and extra straws.		1	7.69%
i think it is just fine		1	7.69%
It is so flimsy		1	7.69%
It's working well		1	7.69%
most of the sporks are broken and the other day I had a straw returned with a child complaining of finding a fly in packages.		1	7.69%
NA		1	7.69%
packs stick together. students grab 3-4 when they only want one		1	7.69%
QUALITY OF THE BACK THAT THE SPORK PACKETS ARE EASILY BROKEN		1	7.69%
The forks are crooked and easily break.		1	7.69%
they are not strong enough and something more earth friendly will be nice.		1	7.69%
They are working just fine.		1	7.69%
Too flimsy. Not of a good quality.		1	7.69%
Total		13	100.00%

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Question 4 (Free response)		
24 of 121 respondents answered this question.		
What feedback, if any, have you received from customers on these products?		
	Number of Respondents	Percent
EVERYONE LOVES THAT WE OFFER SPOONS IN THE PACKET.....	1	4.17%
Good quality	1	4.17%
I think it would also be nice to include a knife in the packet for high schools.	1	4.17%
I think the product is just fine	1	4.17%
I think we need better spork the same material as our single spoons and forks.	1	4.17%
napkin could be larger and thicker	1	4.17%
need to be more firm and better napkin	1	4.17%
none	8	33.33%
Spoons have sharp edges./	1	4.17%
Spork Kit is very convenient for our little customers that are starting to eat any type of foods.	1	4.17%
SPORKS ARE TOO FLIMSY	1	4.17%
The bags are always open.	1	4.17%
The combo packs are ok. The teacher/adult knives are not. The bend and cut poorly.	1	4.17%
The napkins in the packs are very thin	1	4.17%
The spoon/fork pack seems to be working out well with high school students for lunch.	1	4.17%
They stick together, and is all over the caffe	1	4.17%
too soft	1	4.17%
Total	24	100.00%