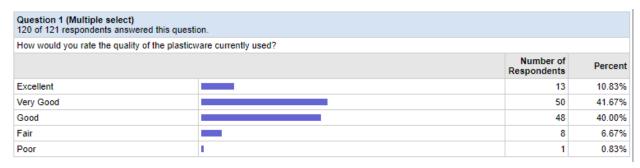
## 16-123B – Plasticware and Flatware Cutlery for Cafeterias Customer Satisfaction Survey

## 121 Respondents took this survey



| Question 2 (Yes-no)<br>119 of 121 respondents answered this question | on.                   |         |
|--|-----------------------|---------|
| Are you in favor of re-approving the current b                       | rand 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<br>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 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<br>Respondents | Percen  |  |  |
| 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% |  |  |