








16-156B – Disposable Compartment Trays for Cafeterias
Customer Satisfaction Survey

118 Respondents took this survey

Question 1 (Multiple select)			
118 of 120 respondents answered this question.			
How would you rate the quality of the 5 compartment tray currently used?			
		Number of Respondents	Percent
Excellent		16	13.56%
Very Good		34	28.81%
Good		53	44.92%
Fair		14	11.86%
Poor		1	0.85%

Question 2 (Yes-no)			
118 of 120 respondents answered this question.			
Are you in favor of re-approving the current brand of 5 compartment tray?			
		Number of Respondents	Percent
Yes		101	85.59%
No		17	14.41%
Total		118	100.00%

Question 3 (Free response)			
23 of 120 respondents answered this question.			
If no, why not?			
		Number of Respondents	Percent
Because they may be to come up with something more colorful or pleasing to the eye,		1	4.35%
BETTER IS ALWAYS GOOD		1	4.35%
depending on the food item, they get too moist and do not hold up		1	4.35%
during serving time the trays get stuck together ...		1	4.35%
Love the sturdiness but they are coming in really dirty. The ladies show them to me but they never save the boxes.		1	4.35%
N/A		2	8.70%
NA		1	4.35%
need to be stronger		1	4.35%
Their good		1	4.35%
Their strong enough		1	4.35%
They are difficult to separate and too many trays come dirty.		1	4.35%
They are fine and all items fit in them correctly and the are sturdy for all students.		1	4.35%
They are just fine		1	4.35%
They don't hold up good with items such as black beans.		1	4.35%
They stick together and a lot of trays have brown and black stains on them. Wish they could come a little more cleaner.		1	4.35%
they work fine		1	4.35%
trays are hard to pull apart/trays have spots in them		1	4.35%
Trays are too flimsy.		1	4.35%
very bendable, come with alot of burn stains		1	4.35%
Very hard for the server to separate		1	4.35%
very poor quality the stuck together so it's very difficult on the serving time.		1	4.35%
We have to use a boat 2# or 3# to accommodate items like spaghetti, chili, ziti because the tray gets too soggy to hold the items and folds or collapses. Every time we serve the items mentioned it cost more money to use an additional paper good item for serving.		1	4.35%
Total		23	100.00%

16-156B – Disposable Compartment Trays for Cafeterias
Customer Satisfaction Survey

Question 4 (Free response)		
48 of 120 respondents answered this question.		
What feedback, if any, have you received from customers on this product?		
	Number of Respondents	Percent
hard to take apart.....so it becomes very time consuming	1	2.08%
I am very happy with what we have	1	2.08%
I notice some of the trays have dark brown marks look like if they were burnt.	1	2.08%
It is a nice product.	1	2.08%
maybe bigger container	1	2.08%
milk is to heavy for the tray,and the kettle iteams	1	2.08%
n/a	4	8.33%
need stronger trays	1	2.08%
no complaints	1	2.08%
no feedback	1	2.08%
NONE	19	39.58%
None	1	2.08%
none at this time	1	2.08%
none, we do not use the 5 comp trays every day	1	2.08%
None.	1	2.08%
SOME OF THE TRAYS ARE UNUSABLE BECAUSE OF STAINS IN THE TRAYS	1	2.08%
Some of the trays come in looking dirty, not sure what kind of process they go through, but it is not all of them.	1	2.08%
some trays come in with burnt spots on them.	1	2.08%
SOMETIMES IT DOES NOT HOLD MUCH WEIGHT	1	2.08%
Sometimes the trays have unknown black or brown spots on them.	1	2.08%
staff only	1	2.08%
students don't like them	1	2.08%
The product serves a purpose, to hold food and that is what it does. Why change something there is nothing wrong with.	1	2.08%
the trays are hard to pull apart. A lot of times the trays stick together VERY AGGRAVATING.	1	2.08%
the trays are not as strong as they could be, they tend to bend when the tray gets wet (spaghetti day ect...)	1	2.08%
They are strong but stick together. Hard for servers to pull apart quickly.	1	2.08%
Tray that don't stick together so bad it slow down the serving process on the line maybe different material.	1	2.08%
Total	48	100.00%