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Survey: Supplier Evaluation US Foods 2018 - Mainline

171 respondents took this survey.

Question Summary

Question	Question Type	% of Respondents Submitting
Details Question 1	Multiple select	98.83%
Details Question 2	Multiple select	99.42%
Details Question 3	Multiple select	100.00%
Details Question 4	Multiple select	98.83%
Details Question 5	Multiple select	99.42%
Details Question 6	Multiple select	99.42%
Details Question 7	Multiple select	98.83%
Details Question 8	Multiple select	97.66%
Details Question 9	Multiple select	99.42%
Details Question 10	Multiple select	99.42%
Details Question 11	Free response	26.32%

[top](#)

Question 1 (Multiple select)

169 of 171 respondents answered this question.

How do you rate the supplier in the following area:
Overall Customer Service?

	Number of Respondents	Percent
Excellent	25	14.79%
Very Good	66	39.05%
Good	67	39.64%
Fair	11	6.51%

Poor 0 0.00%

[top](#)

Question 2 (Multiple select)

170 of 171 respondents answered this question.

How do you rate the supplier in the following area:
Delivery as Scheduled?

	Number of Respondents	Percent
Excellent	29	17.06%
Very Good	50	29.41%
Good	66	38.82%
Fair	17	10.00%
Poor	8	4.71%

[top](#)

Question 3 (Multiple select)

171 of 171 respondents answered this question.

How satisfied are you with the supplier?

	Number of Respondents	Percent
Very Satisfied	32	18.71%
Satisfied	112	65.50%
Somewhat Satisfied	26	15.20%
Not Satisfied	1	0.58%

[top](#)

Question 4 (Multiple select)

169 of 171 respondents answered this question.

How likely are you to recommend using this supplier?

	Number of Respondents	Percent
Definitely	52	30.77%
Probably	108	63.91%
Unlikely	7	4.14%
Very Unlikely	2	1.18%

[top](#)

Question 5 (Multiple select)

170 of 171 respondents answered this question.

Do You get the products you order?

	Number of Respondents	Percent
All of the time	15	8.82%
Most Times	147	86.47%
Sometimes	8	4.71%
Never	0	0.00%

[top](#)**Question 6 (Multiple select)**

170 of 171 respondents answered this question.

If the product ordered is not delivered, do you receive an acceptable substitution?

	Number of Respondents	Percent
All of the time	18	10.59%
Most Times	94	55.29%
Sometimes	54	31.76%
never	4	2.35%

[top](#)**Question 7 (Multiple select)**

169 of 171 respondents answered this question.

Are Frozen / Refrigerated products delivered within the acceptable Temperature ranges?

	Number of Respondents	Percent
All of the time	117	69.23%
Most Times	50	29.59%
Sometimes	2	1.18%
never	0	0.00%

[top](#)**Question 8 (Multiple select)**

167 of 171 respondents answered this question.

If there is a problem with the product or delivery, how often does the vendor take corrective action in a timely manner?

	Number of Respondents	Percent
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All of the time	80	47.90%
Most Times	67	40.12%
Sometimes	17	10.18%
Never	3	1.80%

[top](#)**Question 9 (Multiple select)**

170 of 171 respondents answered this question.

How would you rate the US Food delivery personnel?

	Number of Respondents	Percent
Excellent	53	31.18%
Very Good	68	40.00%
Good	36	21.18%
Fair	13	7.65%
Poor	0	0.00%

[top](#)**Question 10 (Multiple select)**

170 of 171 respondents answered this question.

Is the product delivered in an acceptable manner?

	Number of Respondents	Percent
All of the time	49	28.82%
Most Times	106	62.35%
Sometimes	15	8.82%
Never	0	0.00%

[top](#)**Question 11 (Free response)**

45 of 171 respondents answered this question.

Please share any additional information regarding this supplier or the product/service provided. If this supplier's performance is unsatisfactory, please tell us why?

	Number of Respondents	Percent
AJ the driver for Everglades Elem is amazing. He is very kind and very organized. The invoices are some what better this year, but prices are still off a lot.	1	2.22%
can products come in dented all the time sometimes I have a cases dented also the boxes of	1	2.22%

frozen food is wet, broken, and crushed. some drivers can't back in the truck without us haven't to move the maintenance vans,		
Cases of food items that are the same should be brought in together. Most of the time they are all over the place. Makes it hard to keep track of order and holds up delivery time	1	2.22%
Darren is our regular driver he is excellent. all we can ask for as far as professional and courteous.	1	2.22%
Delivery schedule is not satisfactory.	1	2.22%
Different Drivers every week. They don't know where things go, leaves it in the middle of the middle of the walk way for people to trip over. They have on head phones don't speak to you. Brings in foods all crazy refrigerator with freezer stuff wants to put it all in the freezer (yogurt and chicken) DRIVERS don't seem to care just tells us hurry hurry I have to get you off and unloaded fast or I will get in trouble. No Printers, for the receipt. No scanner. No paper in the printer. Always something	1	2.22%
Disappointed with delivery times. Even if they technically arrive before 2, I am often here after hours putting stock away.	1	2.22%
Drivers are not trained properly in how to stack boxes on top of each other. Often light weight boxes are on the bottom with heavier but smaller boxes stacked on top causing the lightweight boxes to crush and stacks to fall over.	1	2.22%
Drivers can be rude and very slow. Deliveries take forever/ Drivers always running late. Every week its a different driver. The printer does not half of the time and then the driver doesn't like to have to print out receipt or write a paper receipt.	1	2.22%
Every delivery I receive the delivery guy has to dig through pallets to find my items. They need to pack the trucks and pallets better to make deliveries quicker.	1	2.22%
Have no problems	1	2.22%
I don't know if it's our location, but our route seems to have a lot of new drivers; who can be slow and who do not place the labels for me to easily read. I am the last stop, so I sometimes have to stay past 2:00 waiting on my delivery.	1	2.22%
I don't like when extra food is sent and we have to take it not needing it	1	2.22%
I have no problem, The last Driver was very punctual.	1	2.22%
I just wish they would assign the same driver all the time. Makes it easier and would save time.	1	2.22%
It benefit the deliveryman if the trucks were stacked better. Sometimes they have to spend a lot of time looking for the product	1	2.22%
It would be better if we had the same driver every week.	1	2.22%
Jean is very efficient	1	2.22%
Just wish my delivery could come before 8:00 am. Other wise I just have to do what we can when they come while we are serving.	1	2.22%
Keep the same driver on the routes	1	2.22%
Late delivery just about every week.	1	2.22%
My delivery is not at a consistent time. Sometimes there is a Toojays delivery before and that puts my delivery late. I then have the problem of my people starting their prep and not having	1	2.22%

enough time to stop to put it away. When it comes between 6:00 and 6:30, I can receive it and right after breakfast the ladies can put it away.		
My delivery, some time come to my back door when my lady get off at 1:15 that's not fair to me. or them most of them have to job. If my delivery time could be moved up a little earlier please and. Thank you!!!!	1	2.22%
My driver is the best....	1	2.22%
N/A	2	4.44%
question #9 It depends on the driver. I have A.J. (thursday delivery) and he is very nice, efficient and 99.9 accurate with my food. A.J. has never rushed me when I am checking in the food.	1	2.22%
satisfactory	1	2.22%
Some drivers bring freezer items in too fast for Elem schools, we have small freezers and cant get overloaded all at one time.	1	2.22%
The Boxes come in all banged up.	1	2.22%
the current driver is very nice and i have no problems with him, we are the first stop so my items are always in a good temp range. when things are missing or to many have been pulled off the driver takes them off or back with no trouble.(not all drivers are like this though, us foods really needs to work on getting drivers with better customer service because i have gotten very nasty drivers in the past) the comments up top are about my current driver	1	2.22%
The delivery person is very agresive, comes in moving very quickly and really could hurt someone, its difficulty to be able to check the items in .We are Being very rushed and it makes the situation to be very stressful on everyone. The driver needs to have a few extra minutes for each delivery someone will get hurt working like this.	1	2.22%
the invoice is always incorrect	1	2.22%
The loading of the trucks could use an overhaul!! Why not load and wrap per school Also need to keep yogurt in middle to keep it cooler and not at the end of the truck. Most drivers are very pleasant and helpful.	1	2.22%
The only complaint I have is when the product (Calzonette) was discontinued after we already ordered it and I received the cup sauce that went with it. No use for the item that goes with it if I didn't have the calzone. But I don't really think that falls on USF, more so FNS.	1	2.22%
The only concern I have is that you need to be extra careful when you get a delivery because you might end with xtra boxes or missing boxes	1	2.22%
the only problem that we have had lately was a few boxes were mislabeled.	1	2.22%
The service has gotten better.	1	2.22%
THE TRUCK PALLET IS ALWAYS MIXED WITH SEVERAL SCHOOLS. VERY TIMELY	1	2.22%
There are so many times on the Wednesday truck we get the new items and on the Thursday truck we don't get them,it happens a lot,example pizza this week.	1	2.22%
THEY COULD CLEAN OUT THE INSIDE OF TRUCK AS FLOOR IS USUALLY DIRTY.	1	2.22%
THEY NEED TO CHANGE ROUTE TIMES. IAM ALMOST ALWAYS LAST DELIVERY ON THE ROUTE....	1	2.22%
Usually, the products we get are in very good condition. There were few times that labels on	1	2.22%

some boxes were wrong. The only thing is the time delivery comes to our school, we wish to have it earlier.

What makes a definite difference coming from 2 different high schools at Western I had first stop but rarely had the same driver more then a month ! At Stoneman they have had the same driver who knows his products, knows what his schools normally get and is quick with my delivery ! He will even mention hey your getting something new , etc.

1 2.22%

would like to get the same driver. 90% of the time the truck is loaded incorrectly which makes the driver take longer to unload, this is not an uncommon problem. I have to ask for the printout and some drivers are not nice about having to give me one we shouldn't have to ask if it is a requirement for us to turn it in.

1 2.22%

Total

45 100.00%

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