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Survey: Supplier Evaluation US Foods 2019 - Mainline

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148 respondents took this survey.

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Question Summary

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Question	Question Type	% of Respondents Submitting
Details Question 1	Multiple select	96.62%
Details Question 2	Multiple select	100.00%
Details Question 3	Multiple select	99.32%
Details Question 4	Multiple select	98.65%
Details Question 5	Multiple select	100.00%
Details Question 6	Multiple select	100.00%
Details Question 7	Multiple select	98.65%
Details Question 8	Multiple select	99.32%
Details Question 9	Multiple select	100.00%
Details Question 10	Multiple select	99.32%
Details Question 11	Free response	42.57%

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Question 1 (Multiple select)

143 of 148 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	15	10.49%
Very Good	59	41.26%
Good	56	39.16%
Fair	12	8.39%
Poor	1	0.70%

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Question 2 (Multiple select)

148 of 148 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	11	7.43%
Very Good	56	37.84%
Good	48	32.43%
Fair	19	12.84%
Poor	14	9.46%

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Question 3 (Multiple select)

147 of 148 respondents answered this question.

How satisfied are you with the supplier?

	Number of Respondents	Percent
Very Satisfied	13	8.84%
Satisfied	100	68.03%
Somewhat Satisfied	28	19.05%
Not Satisfied	6	4.08%

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Question 4 (Multiple select)

146 of 148 respondents answered this question.

How likely are you to recommend using this supplier?

	Number of Respondents	Percent
Definitely	34	23.29%
Probably	95	65.07%
Unlikely	15	10.27%
Very Unlikely	2	1.37%

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Question 5 (Multiple select)

148 of 148 respondents answered this question.

Do You get the products you order?

	Number of Respondents	Percent
All of the time	12	8.11%
Most Times	127	85.81%
Sometimes	9	6.08%
Never	0	0.00%

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Question 6 (Multiple select)

148 of 148 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	19	12.84%
Most Times	75	50.68%
Sometimes	50	33.78%
never	4	2.70%

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Question 7 (Multiple select)

146 of 148 respondents answered this question.

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

	Number of Respondents	Percent
All of the time	85	58.22%
Most Times	56	38.36%
Sometimes	5	3.42%
never	0	0.00%

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Question 8 (Multiple select)

147 of 148 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
All of the time	62	42.18%
Most Times	69	46.94%
Sometimes	14	9.52%
Never	2	1.36%

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Question 9 (Multiple select)

148 of 148 respondents answered this question.

How would you rate the US Food delivery personnel?

	Number of Respondents	Percent
Excellent	35	23.65%
Very Good	61	41.22%
Good	35	23.65%
Fair	14	9.46%
Poor	3	2.03%

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Question 10 (Multiple select)

147 of 148 respondents answered this question.

Is the product delivered in an acceptable manner?

	Number of Respondents	Percent
All of the time	21	14.29%
Most Times	116	78.91%
Sometimes	9	6.12%
Never	1	0.68%

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Question 11 (Free response)

63 of 148 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
I am the last stop of the day and some times we run late. Food is always cold but I have a different driver all the time. It would be easier if it was the same person.	1	1.59%
There is always an issue with how the truck is loaded. Every delivery that comes the driver has to dig for items on other pallets. Sometimes having to break down a whole pallet to get to our stuff that is on the bottom of the next stop. Also some of the lights in the back of the trucks do not work so now the driver is digging for items in the dark. We never keep a regular driver. A regular driver gets to know us and is more efficient at delivering to us.	1	1.59%
a few times the delivery has arrived late.	1	1.59%
A lot of items are mislabeled. Drivers stack heavy boxes on top of biscuits, pancakes, etc. that get crushed. Never have the same driver consecutively. Some drivers are rude and do not want to wait for the whole order to be checked in before leaving.	1	1.59%
AJ-driver is very nice and 99.9 accurate with the food items. Delivery time-Indian Trace - the ladies leave at 1:15 and hoping that we can get an early route.	1	1.59%
all drivers should be trained how to keep the frozen product packaging from braking down. At one of my locations the boxes are soggy and a bit crushed but product is at temp. the other location always perfect. It has something to do with the trucks ref. unit being on or off during stops.	1	1.59%
always on time, drivers with good attitude and very professional, the only issue is the printer that sometimes is off line and we don't get the print out.	1	1.59%
As the last delivery on the route, I regularly have to refuse refrigerated items because they are way out of temperature. I have had to have at least three deliveries reshipped the next day because it arrived after two. In that case, I have had drivers still show up when they should have already been told to turn around. They try to get someone to go ahead and accept the delivery. I have been called on every occasion this has happened so that I could tell the driver to leave. On the reship, my products come in poor shape. crushed boxes, dented cans etc. It is clear that no care is taken when repacking the items. I have had drivers try to shame me for refusing late deliveries. Even on my redeliveries, I am put last. Common sense would dictate to get those out on one of the first stops. While I have never been told this I feel like I am being punished for refusing a delivery. Drivers regularly stack items incorrectly. Thirty pound boxes of beef crumbles on top of a light box of bread. Small boxes under large boxes. Items stacked to high. All making for unsteady stacks and damaged product. I have been told that the cutoff or requesting a reship of damaged or missing product is 2pm. Quite impossible for me since my deliveries are finished after 2pm on a regular basis. Drivers talking on their phones while delivering. They are at work.	1	1.59%
Can good damage or condiments boxes not acceptable.	1	1.59%
Crushed, damaged, dripping, open boxes, some of the drivers have gotten better about accepting refused items due to damage or miss picked items	1	1.59%
Delivery is always late because US food needs to be given surrounding schools in the area list so they can better load the trucks for delivery. They pass me and head south than back to me. And I am a big stop that should be before the others.	1	1.59%
Delivery Person is very sweet and helpful	1	1.59%
Dented cans can be a real problem when you do not realize the entire case is dented until after delivery.	1	1.59%
Different drivers often, its about the company itself not about us as costumers	1	1.59%
Each driver is different so some are better then others, deliveries are always very early in the morning so temps are good. only real problem is some boxes come in mislabeled this happens rarely but has happened in the past.	1	1.59%
Few labels were wrong.	1	1.59%
Goods are brought in very disorganized, drivers blames whoever packs the truck. We are responsible to check every item brought in but drivers get annoyed because they are in a rush to get to their other stop.Ive had incidents where there is a mispicked item and drivers refused to provide proper documentation for the credit.	1	1.59%
have no problem with us foods	1	1.59%

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I a driver for four months horrible service. Brought food in stock	1	1.59%
i have been very fortunate with my deliveries/drivers. most have been very pleasant and helpful.	1	1.59%
I have had two regular steady delivery personnel this year and both were excellent. i do prefer a delivery person that returns instead of a different driver every other week.	1	1.59%
I say this every survey, same driver all the time is a good thing.	1	1.59%
i WISH WE GET THE SAME DRIVER ALL THE TIMES ... THEY KNOW THE WAY WE WORK ... SOMETIME THEY ARE WAY TO FAST I DON'T HAVE TIME TO SEE THE BOX ... WHEN IT'S A REGULAR GUY WE GET USE TO WORK TOGETHER ... ALSO SOMETIME THE DRIVER GET LOST	1	1.59%
If my delivery could come in before 1:15 my staff get off at 1:15 it is not fair, that i have too do my us food order by myself every Monday.	1	1.59%
It would be beneficial if we had the same delivery person each week. It is such a pleasure when I get a person that actually knows what he is doing and enjoys his job, they are in and out in know time. Thank you for taking the time to read this.	1	1.59%
It would be nice to have a regular delivery person. Instead of different one every time.	1	1.59%
It would be nice to have the same driver. He would know where to put items and how to find my Cafe door.	1	1.59%
many miss picks this year. most drivers do not have a printer on the truck for a receipt. many times cans are dented in the box and we do not know until we put the stock up at the end of the day. the box has no visual damage. making invoices with items that are subbed separate will make entering much easier.	1	1.59%
My delivery comes everyone week at the same time with the same driver at Park Trails. Country Hills has been on different trucks and comes all different times 8:30-3:30. I am looking forward to the delivery day change to see if it will come on the same route every week.	1	1.59%
my driver is very good and follows all delivery procedures,	1	1.59%
N/A	4	6.35%
Need to find a way to keep dairy products colder.	1	1.59%
Need to have better more experienced drivers.	1	1.59%
Never the same driver, Food boxes crushed, Drives don't care. Pallets are mixed with other schools and drivers get mad at us. delivers take so long when there is a new person. product cases open,	1	1.59%
none	1	1.59%
on going problem of how they pack the trucks for delivery	1	1.59%
Over all the service is Good.	1	1.59%
Overall they do a professional and quality service	1	1.59%
Please give us the same drivers so they can become familiar with the routes. Newer drivers always seem to take longer.	1	1.59%
Rude drivers, missing food from cases, poor quality products	1	1.59%
Some drivers very rude and inconsiderate. Supplies brought in all mixed up hard to received and drivers gave us a hard time because we want to make sure all cases are delivered.	1	1.59%
Some products expiration dates are too close to the delivery date. (Yogurt,chips,hummus, etc.)	1	1.59%
Some times We have problems but they would correct them. But items need to be here when need it, at time of delivery. At my School I don't have to often but it does happen. When it happens it is a problem.	1	1.59%
Sometime the cans are dented	1	1.59%
sometimes the delivery drivers are very nice and helpful and some are not so nice and have an attitude	1	1.59%
The department that loads the truck needs to be more accurate; several times South Broward food was mixed in with Olsen Middle and it took the driver twice as long to make his delivery.	1	1.59%
the Hadley sub bread is not popular	1	1.59%
The Supplier is acceptable	1	1.59%
The trucks need to be packed so the driver can deliver in a timely manner	1	1.59%
The yogurt temperature was not acceptable for many weeks. The problem has been resolved the last three weeks. Thank you	1	1.59%
They need to get regular drivers.	1	1.59%
They need to get to the last delivery on time.	1	1.59%
To much time is wasted when the drivers are changed constantly.	1	1.59%
USF Needs to train their employees on Food Nutrition Guidelines on Temps; also train drivers on Customer Service and Procedures on checking in items, In my 25 years never had this problem until this year, something has changed they need to go back to whatever training they had before. They need to hire mature and trained drivers. We pay for a Service they need to deliver with highest standards.	1	1.59%
Very often do not receive items I ordered. Delivery schedule is terrible. Delivery comes very late in the afternoon.	1	1.59%
We get a lot of drivers not familiar with their products, cannot recognize breakfast items that I need to put in a freezer separate from others. The drivers are under stress. the boxes do not get stacked properly and the food items are all mixed up when the driver brings them in. USF lacks	1	1.59%

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proper training for their drivers and implementing good customer service. There are too many exceptions each week.

We would love to have the same driver every week.	1	1.59%
With the new security protocols in place at schools, drivers need to be patient while waiting for gates and doors to be opened. Some drivers know the gate codes and take it upon themselves to shove items into doors to prop them open, then have an attitude when you ask them not to.	1	1.59%
WOULD LOVE TO HAVE SAME DRIVER... MY SCHOOL IS ALMOST ALWAYS LAST OF THE DAY..	1	1.59%
yogurt and refrigerated items temp are high 48 to 60 degrees need to put them in the freezer end of the truck not at the back	1	1.59%
Total	63	100.00%

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