

[My Profile](#)

[Classes](#)

[Activities](#)

[Quizzes](#)

[Surveys](#)

[Question Bank](#)

[Files](#)

[Calendar](#)

[Shared Activities](#)

[Find a Teacher](#)

[Comments](#)

[Tutorial Center](#)

[About Quia](#)

[Request](#)

[Brochures](#)

**[Surveys >> Survey Results](#)**

Welcome, **FOOD & Nutrition Services**



Switch to: [View by respondent](#)

**Survey:** Supplier Evaluation - Frozen Treats 2019 - Milk

147 respondents took this survey.

**Question Summary**

Question	Question Type	% of Respondents Submitting
<a href="#">Details</a> Question 1	Multiple select	96.60%
<a href="#">Details</a> Question 2	Multiple select	99.32%
<a href="#">Details</a> Question 3	Multiple select	97.96%
<a href="#">Details</a> Question 4	Multiple select	98.64%
<a href="#">Details</a> Question 5	Multiple select	100.00%
<a href="#">Details</a> Question 6	Multiple select	98.64%
<a href="#">Details</a> Question 7	Multiple select	99.32%
<a href="#">Details</a> Question 8	Multiple select	97.28%
<a href="#">Details</a> Question 9	Multiple select	97.96%
<a href="#">Details</a> Question 10	Multiple select	98.64%
<a href="#">Details</a> Question 11	Multiple select	100.00%
<a href="#">Details</a> Question 12	Multiple select	98.64%
<a href="#">Details</a> Question 13	Free response	32.65%

[top](#)

**Question 1 (Multiple select)**

142 of 147 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	51	35.92%
Very Good	48	33.80%
Good	33	23.24%
Fair	9	6.34%
Poor	1	0.70%

[top](#)

**Question 2 (Multiple select)**

146 of 147 respondents answered this question.

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

	Number of Respondents	Percent
Excellent	55	37.67%
Very Good	56	38.36%
Good	29	19.86%
Fair	6	4.11%
Poor	0	0.00%

[top](#)

**Question 3 (Multiple select)**

144 of 147 respondents answered this question.

How satisfied are you with the supplier?

	Number of Respondents	Percent
Very Satisfied	55	38.19%
Satisfied	74	51.39%
Somewhat Satisfied	12	8.33%
Not Satisfied	3	2.08%

[top](#)**Question 4 (Multiple select)**

145 of 147 respondents answered this question.

How likely are you to recommend using this supplier?

	Number of Respondents	Percent
Definitely	72	49.66%
Probably	65	44.83%
Unlikely	5	3.45%
Very Unlikely	3	2.07%

[top](#)**Question 5 (Multiple select)**

147 of 147 respondents answered this question.

Based on your knowledge of products used in the school program how would you rate the quality?

	Number of Respondents	Percent
Excellent	48	32.65%
Very Good	66	44.90%
Good	33	22.45%
Fair	0	0.00%
Poor	0	0.00%

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

145 of 147 respondents answered this question.

Would you recommend using these products again?

	Number of Respondents	Percent
Definitely	72	49.66%
Probably	70	48.28%
Unlikely	3	2.07%
Very Unlikely	0	0.00%

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

146 of 147 respondents answered this question.

Do you get the products you order?

	Number of Respondents	Percent
All of the time	54	36.99%
Most Times	91	62.33%
Sometimes	1	0.68%
never	0	0.00%

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

143 of 147 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	59	41.26%
Most Times	52	36.36%
Sometimes	18	12.59%
never	14	9.79%

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

144 of 147 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	82	56.94%
Most Times	44	30.56%
Sometimes	16	11.11%

never 2 1.39%

[top](#)

**Question 10 (Multiple select)**

145 of 147 respondents answered this question.

Based on your knowledge of milk coolers, how is the quality of the Frozen Treats milk coolers?

	Number of Respondents	Percent
Excellent	18	12.41%
Very Good	40	27.59%
Good	44	30.34%
Fair	21	14.48%
Poor	7	4.83%
NA	15	10.34%

[top](#)

**Question 11 (Multiple select)**

147 of 147 respondents answered this question.

How would you rate the Frozen Treats Milk delivery personnel?

	Number of Respondents	Percent
Excellent	72	48.98%
Very Good	46	31.29%
Good	20	13.61%
Fair	6	4.08%
Poor	3	2.04%

[top](#)

**Question 12 (Multiple select)**

145 of 147 respondents answered this question.

Is the product delivered in an acceptable manner?

	Number of Respondents	Percent
All of the time	90	62.07%
Most Times	54	37.24%
Sometimes	1	0.69%
Never	0	0.00%

[top](#)

**Question 13 (Free response)**

48 of 147 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
Can't say enough good things about your employee's. Pleasant and courteous.	1	2.08%
Day time deliveries are the best, we just need extra carts/room to keep the product on. Very helpful that they have a key.	1	2.08%
Delivers,has to make sure to closed the milk cover. sometimes, if I'am here I have found the milk box opened. I make sure that he closes the milk box if I'am here.	1	2.08%
Delivery person needs to follow instruction regarding placement of milk when given	1	2.08%
Disappointed with response from Jim Craven on a few matters this year.	1	2.08%
Donnie is our driver and will go the extra mile if you need product early he will change his route to get it for you.	1	2.08%
Drivers are very nice	1	2.08%
Drivers will substitute one type milk of another thinking it is fine. Milk is milk. As an elementary with several programs where white milk is the only type allowed, this doesn't work. Drivers will short and order and make no notation on the invoice thinking it wont be noticed. If I am shorted, I have to call a couple times to get my milk and it doesn't always show up on time because I am the last delivery and the driver doesn't like going out of his way to correct the delivery.	1	2.08%
everyone is very good and personable.	1	2.08%
Great customer services.	1	2.08%
Great service	1	2.08%
I have no problem	1	2.08%
I love this company from owners to drivers and all in between.	1	2.08%

Larry and David are great	1	2.08%
Marcus is the best part of Frozen Treats!!	1	2.08%
milk boxes are not large enough to hold all the milk we have to carry now that we are testing the every other day delivery. also their milk box can freeze my milk over night.	1	2.08%
Milk delivers has to make sure milk box is closed and rotate the milk. My milk deliver puts the fresh milk on top of the older one. We told him already to "please" rotate.	1	2.08%
Mix boxes, need a more durable product.	1	2.08%
N/A	3	6.25%
our milk boxes are Stoneman's. They are old and falling apart.	1	2.08%
Overall their service is professional and quality	1	2.08%
Phone customer service can be short on patience. If an unexpected circumstance occurs not much wiggle room for corrections.	1	2.08%
professional drivers, nice and helpful	1	2.08%
really don't have a problem with frozen treats.	1	2.08%
Royal Palm still need the Ice Cream Box fixed. 01/2019	1	2.08%
Sometimes the milk arrives frozen solid. We do not know until lunch when the bulk of our students come through the line.	1	2.08%
Sometimes there is no lactose milk delivered. there is no substitute for this item. Cut off time to order should be extended to 2:30 for non routine days.	1	2.08%
Sometimes we do not receive the lactose free milk and do not get any substitution.	1	2.08%
SOMETIMES WE HAVE MILK LEAKING AND IT MAKES BOXES LOOK ALL WET.	1	2.08%
The company is not very enthusiastic when there is an issue that needs to be corrected. Also, does not get out quick enough to fix cooler issues. I've been waiting over three weeks and have called several times. Not thrilled with every other day delivery either. Now have to use much needed space in the cooler and the girls have to do a lot more lifting and shuffling. Also, we are now having to make copies of our invoices because the company is no longer providing pink copy.	1	2.08%
the driver at our location is not professional and is always complaining because we ask if something is missing he need to communicate to us verbally and writing it properly in the invoice not only point or dashes at it and with his signature on it, but far of doing it he does not want to talk to anybody in the cafeteria not even good evening or good afternoon!!!	1	2.08%
THE MILK GUY SHORT ME FEW TIME WITH MILK . I USUALLY CALL AND THEY BRING ME THE MILK THE NEXT DAY " BUT I HAVE TO CALL IT SHOULD BE AUTOMATICALLY DONE" MY PROBLEM IS WITH JUICE/ICE CREAM DELIVERY ... SOMETIME SHORT WITH JUICE .. THE TEMPERATURE OF ICE CREAM IS SOFT AND HE GET NOT NICE WITH ME WHEN I SAID SOMETHING " HE TOLD ME NOBODY LOOK AT THAT " ALSO THE JUICE YOU CAN NOT READ THE FLAVOR ON THE BOX IT'S A STICKER SOMETIME INSIDE THE WHOLE DELIVERY AND IF YOU ASK TO MUCH QUESTION HE DOESN'T LIKE IT .	1	2.08%
The only problems I have with Frozen treats milk is that some of the cartons come in broken, lactose milk can get shorted, and if there is any kind of emergency you have to find milk from other schools since there drivers do not come in until later in the day.	1	2.08%
The personnel is great.	1	2.08%
The smoothies are always different. they have different flavors but we receive what they have on the order guide	1	2.08%
Their performance is satisfactory.	1	2.08%
They need to rotate the milk not put the new milk in front of the old milk	1	2.08%
This company is very good about helping you. They understand things get hectic and will often call to make sure we get our orders in. Any issue with a milk box is addressed immediately.	1	2.08%
This year Frozen Treats has corrected allot of it's mistakes they had last year they have done a good job on improving certain matters:)	1	2.08%
Usually on time.	1	2.08%
We have a very nice man Ronald.	1	2.08%
We LOVE Marcus!!! Very respectable always has a smile.	1	2.08%
We needed an additional cooler to hold the overflow of milk upon delivery and received it at first then it was "borrowed" and never returned. Now we have constant overflow in the way in the walk-in refrigerator and it takes up additional equipment we need daily as well as space needed in the walk-in. It is a constant problem at least 3 days out of 5 a week. (in the morning and in the afternoon) The milk is sometimes disorganized by flavor in the milk boxes in the morning as well due to not enough room.	1	2.08%
We or having problems keeping a Driver and they don't put milk away right.	1	2.08%
why can't the milk man rotate the milk?	1	2.08%
wish we had coffee creamer as an option	1	2.08%
Total	48	100.00%