



Café.com Customer Experience

Instructions: Please score each item and statement. Possible score is in parenthesis next to item/statement. Total each section and add these totals for the grand total. We value your comments!

Name: _____ Date: _____

School: _____

| I. QUALITY OF FOOD | | |
|---|--------------------------|-------------------|
| Food should be prepared using an approved standardized recipe. Food should be served HOT/COLD. Food should be seasoned properly and tasted before serving. Food should not be over/under cooked. Food should be served at the very highest level of quality according to the standards of the department. | | |
| FOOD SERVED | LIST MENU ITEMS SELECTED | CHOOSE ONE 0-5 |
| Meat/Entrée | | |
| Vegetable/Fruit | | |
| Vegetable/Salad | | |
| Bread/Grain Item | | |
| Appearance of Food | | |
| Hot Food "Hot" | | |
| Cold Food "Cold" | | |
| Flavor and Quality of Meal <i>(0-30 possible points)</i> | TOTAL POINTS | |
| Comments: | | |

| II. QUALITY OF SERVICE | | |
|---|-------------------------------|---------------------|
| Food served from a neat and clean serving line | (0-5) | |
| Smooth-flowing serving line | (0-5) | |
| Pleasant, helpful attitude by Child Nutrition staff | (0-10) | |
| Food handled according to acceptable standards <i>(Using serving utensils or gloves)</i> | (0-5) | |
| Employees neat and properly dressed | (0-5) | |
| | <i>(0-30 possible points)</i> | TOTAL POINTS |
| Comments: | | |

| III. MERCHANDISING/PROMOTIONS | | |
|---|---------------------|--|
| Garnishing of food and/or arrangement of food on serving line | (0-5) | |
| Décor of serving line | (0-10) | |
| Posters, decorated bulletin boards, promotional materials, nutrition information, etc., displayed <i>(Guidelines and regulations vary with different campuses)</i> | (0-5) | |
| Daily menu posted and served as printed | (0-5) | |
| Signs neat, attractive and up-to-date | (0-5) | |
| <i>(0-30 possible points)</i> | TOTAL POINTS | |
| Comments: | | |

| IV. STUDENT, STAFF AND VISITOR RAPPORT | | |
|---|---------------------|--|
| Despite time pressures, child nutrition staff should present a pleasant, warm atmosphere for students, staff and visitors | (0-10) | |
| <i>(0-10 possible points)</i> | TOTAL POINTS | |
| Comments: | | |

| | | |
|------------------------------|------------------------------|--|
| GRAND TOTAL POINTS ALL AREAS | <i>(100 possible points)</i> | |
|------------------------------|------------------------------|--|

| GENERAL INFORMATION | |
|---|-------------------------------|
| Overall, I feel the quality of food and customer service in the school cafeteria is: (circle one) | |
| EXCELLENT | VERY GOOD |
| POOR | UNSATISFACTORY |
| Satisfactory | |
| Comments/Suggestions: | |
| _____ | |
| _____ | |
| My relationship to the school is: (circle one) | |
| <i>Parent</i> | <i>Teacher</i> |
| <i>School Administrator</i> | <i>School Employee</i> |
| <i>Community Member</i> | <i>District Administrator</i> |
| <i>Other: _____</i> | |

THANKS!
Aldine Independent School District
Child Nutrition Services

“Producing the Nation’s Best!”