

Institutional Food Service Satisfaction Survey Template

All questions are optional. Follow each question's directions.
Write your answers to the open questions in the space provided.

1. Which setting were you using on this visit?

- ☐ Workplace cafeteria
- ☐ College or university dining
- ☐ Healthcare facility food service
- ☐ Residential or community dining
- ☐ Another institutional setting
- ☐ I prefer not to say

2. How often do you usually use this food service?

- ☐ First visit
- ☐ Less than monthly
- ☐ One to three times a month
- ☐ One to two times a week
- ☐ Three or more times a week

3. How well did the food temperature meet your expectations?

- ☐ Very well
- ☐ Somewhat well
- ☐ Neither well nor poorly
- ☐ Somewhat poorly
- ☐ Very poorly
- ☐ Not applicable

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4. How well did the available menu fit what you needed on this visit?

- ☐ Very well
- ☐ Somewhat well
- ☐ Neither well nor poorly
- ☐ Somewhat poorly
- ☐ Very poorly
- ☐ I did not choose food

5. How acceptable was the waiting time?

- ☐ Very acceptable
- ☐ Somewhat acceptable
- ☐ Neither acceptable nor unacceptable
- ☐ Somewhat unacceptable
- ☐ Very unacceptable
- ☐ I did not wait

6. How would you rate the cleanliness of the service and dining area?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor
- ☐ Very poor
- ☐ I could not assess this

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7. What one change would most improve your next visit?
