

EVALUATION OF SERVICE QUALITY

Date of the evaluation : format DDMMYYYY

File number :

Establishment :

Unity of life :

Gender : Man (1)/Woman (2)

Date of birth : format DDMMYYYY Age :

Date of admission : format DDMMYYYY

The following set of statements asks for your opinion regarding the food service at your establishment.

INSTRUCTIONS

Using the scale below, please indicate the extent to which you agree with the statement as it pertains to the foodservice at your establishment. Please circle your response using the scale indicated. There are no right or wrong answers. Feel free to honestly express your opinions. Your participation is appreciated.

1. Foods taste good.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
2. Foods are served at the appropriate temperature (hot food is hot, cold food is cold).	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
3. A variety of food are offered.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
4. The quality of food is consistent each time it is served.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
5. The texture and tenderness of foods are appropriate.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
6. The foods are served attractively.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
7. The menu provides choices.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
8. The employee's appearances are neat.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
9. The employees are well trained and competent in service skills.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
10. The employees in the dining room are attentive to my needs.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
11. The employees treat me with respect.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
12. The employees use safe food handling practices.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
13. The foods are served in the time promised.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)
14. The dining room is comfortable and easy to move around in.	Strongly disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly agree (5)	Not applicable (9)

OVERALL PERCEPTION OF FOODSERVICE						
15. Overall, the quality of foodservice is	Very poor (1)	Poor (2)	Neutral (3)	Good (4)	Very good (5)	Not applicable (9)
16. With the foods served, I feel	Very dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very satisfied (5)	Not applicable (9)
17. With the service provided, I feel	Very dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very satisfied (5)	Not applicable (9)
18. With the overall dining experience, I feel	Very dissatisfied (1)	Dissatisfied (2)	Neutral (3)	Satisfied (4)	Very satisfied (5)	Not applicable (9)
19. I will say positive things about the dining service to others.	Extremely unlikely (1)	Unlikely (2)	Neutral (3)	Likely (4)	Extremely likely (5)	Not applicable (9)
20. I will invite my friends and family to dine with me when they visit the next time.	Extremely unlikely (1)	Unlikely (2)	Neutral (3)	Likely (4)	Extremely likely (5)	Not applicable (9)
21. I will recommend the dining service to my friends if they seek an assisted living facility with good service.	Extremely unlikely (1)	Unlikely (2)	Neutral (3)	Likely (4)	Extremely likely (5)	Not applicable (9)
22. I intend to eat more of the food served in the dining room in the next three weeks.	Extremely unlikely (1)	Unlikely (2)	Neutral (3)	Likely (4)	Extremely likely (5)	Not applicable (9)
23. I intend to eat lunch in the dining room more often in the next three weeks.	Extremely unlikely (1)	Unlikely (2)	Neutral (3)	Likely (4)	Extremely likely (5)	Not applicable (9)
24. I intend to eat dinner in the dining room more often in the next three weeks.	Extremely unlikely (1)	Unlikely (2)	Neutral (3)	Likely (4)	Extremely likely (5)	Not applicable (9)

Observations, comments or suggestions:

THANK YOU VERY MUCH FOR YOUR TIME

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