



**THE UNIVERSITY
OF QUEENSLAND**
A U S T R A L I A

**RESIDENT FOOD SERVICE SATISFACTION
QUESTIONNAIRE**

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

We are improving the foodservice and we need to know your opinions. Participation in this survey is voluntary and anonymous. Please complete this questionnaire at your leisure. Please be completely honest. Your answers will not compromise your care in any way. Thank you.

GENERAL INFORMATION

This information will enable us to identify the level of satisfaction of various groups of our clients, which will help us to assure the quality of our foodservice. All information will be treated as confidential. All questions are optional. Please do not complete any questions you feel uncomfortable answering.

HUNGER & FOOD QUANTITY						
1. I receive enough food.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
2. I still feel hungry after my meal.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
3. I feel hungry in between meals.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)

STAFF/SERVICE ISSUES						
4. I am treated with respect by the staff at mealtimes.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
5. The staff who serve my meals are friendly and polite.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)

AUTONOMY						
6. I am asked about my food and drink preferences.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
7. I am able to choose where I sit to eat my meal.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
8. I am able to make suggestions for the menu.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)

MEAL QUALITY & ENJOYMENT						
9. The meals taste nice.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
10. The meals have excellent and distinct flavours.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
11. I like the way the vegetables are cooked.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
12. There is enough variety for me to choose meals that I want to eat.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
13. The meat is tough and dry.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
14. The food has been as good as I expected.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
15. I really enjoy eating my meals.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
16. My meals help me to feel good.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
17. I like the amount of food choice I have.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
18. I like the way my meals are presented.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)

ADDITIONAL ITEMS						
19. The dining room has a nice social atmosphere at meal times.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
20. The hot foods are just the right temperature.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
21. The vegetables are too soft.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
22. The vegetables are too crisp.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
23. I can suggest the timing of my meals.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
24. I am able to choose the size of my meal.	Always (1)	Often (2)	Sometimes (3)	Rarely (4)	Never (5)	Does not apply (9)
25. Overall, how would you rate your satisfaction with the foodservice?	Very good (1)	Good (2)	Okay (3)	Poor (4)	Very poor (5)	Does not apply (9)

Observations, comments or suggestions:

THANK YOU VERY MUCH FOR YOUR TIME

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