

**CATERING
SURVEY**

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The JCR committee is currently looking into the JCR's view about the food served in hall. We are focusing mainly on the food served between 6.00 and 6.45, as opposed to that of formal hall. The committee would really appreciate your input, as we can't try to initiate changes to help you if we don't know what your views are! It should only take a few minutes and will help us collect facts and figures to take to college!

Many thanks,

Ali Williams (JCR Services Officer) and the JCR Committee

1) On average, how often would you say you eat in the Servery?

Never	Almost daily	Brunch only
Occasionally	Daily	

2) What meals do you eat in hall? (please tick all the ones that apply to you)

None	Lunch
Brunch	Dinner

3) How would you rate the service in hall?

Below poor	Poor	Average	Good	Excellent
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4) Do you have any dietary requirements?

None	Lactose intolerant	Kosher	Other (please specify)
Vegetarian	Nut allergies	Hallal	_____
Vegan		Gluten free	

4) How would you rate the vegetarian options? (please tick any relevant boxes)

Not enough choice	Enough Choice	Below poor	Poor
Average	Good	Excellent	

5) How good do you think the range of main courses is?

Below poor	Poor	Average
Good	Excellent	

6) How would you rate the selection of vegetables available?

Below poor	Poor	Average
Good	Excellent	

7) How is the range of deserts?

Below poor	Poor	Average
Good	Excellent	

8) Overall how would you rate the selection available?

Below poor	Poor	Average
Good	Excellent	

9) What is your opinion on the salad section? (tick any boxes that are relevant)

Not enough variety	Not healthy enough	Don't use it
Enough choice	Good	

10) Describe any changes or additions you would make to the salad section below.

11) Are there any other additions that you would like to see in hall?

12) What type of food would you like to see more of?

13) Please complete the sentence with the closest description: "I eat in the Servery because..."

I don't have time to cook for myself
It's easier than cooking for myself
I like the food
Other

I can't cook
It's a good chance to catch up with friends
I don't eat in slops

14) Please state your favourite main meal in hall.

15) What has been the worst main course you have had?

16) Overall I would rate hall as:

Below poor
Good

Poor
Excellent

Average

17) Have you got any suggestions or additional comments you would like to make about the Servery, to help improve the system?

18) How often do you use the Butterfield Café?

Never
Frequently (2-3 times a week)
More than once daily

Occasionally (every once in a while)
Daily

19) What do you normally purchase? (Please tick all that apply)

Coffee
Snacks

Tea
Baguettes/sandwiches/rolls

Soft Drinks

20) What is your opinion of the food in the Butterfield?

Poor

Average

Good

Excellent

21) What improvements would you like to see in the Butterfield?

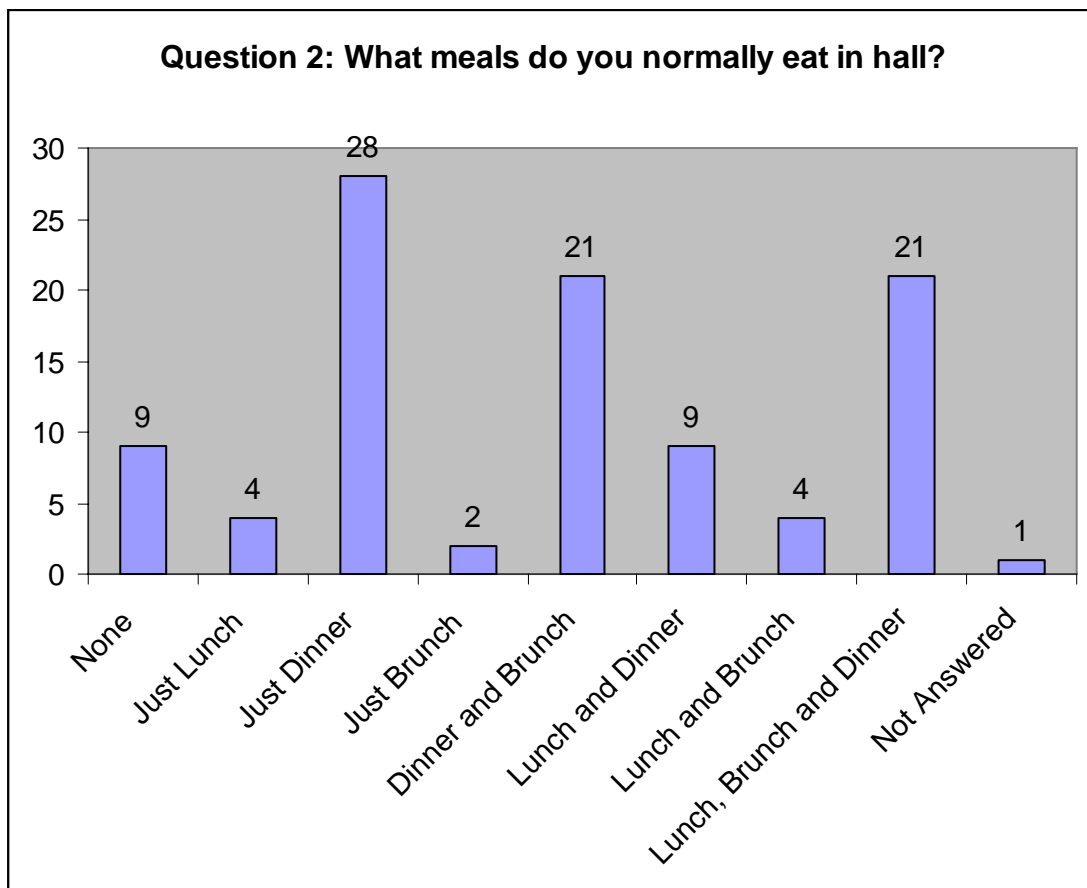
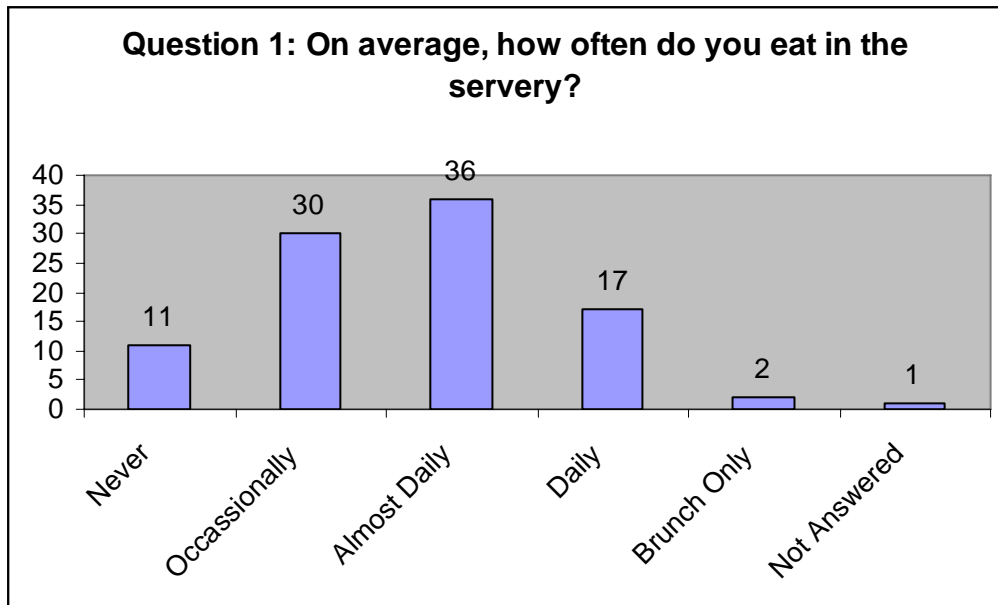
22) Are there any comments that you would like to make about formal hall?

Many thanks once again for your help.

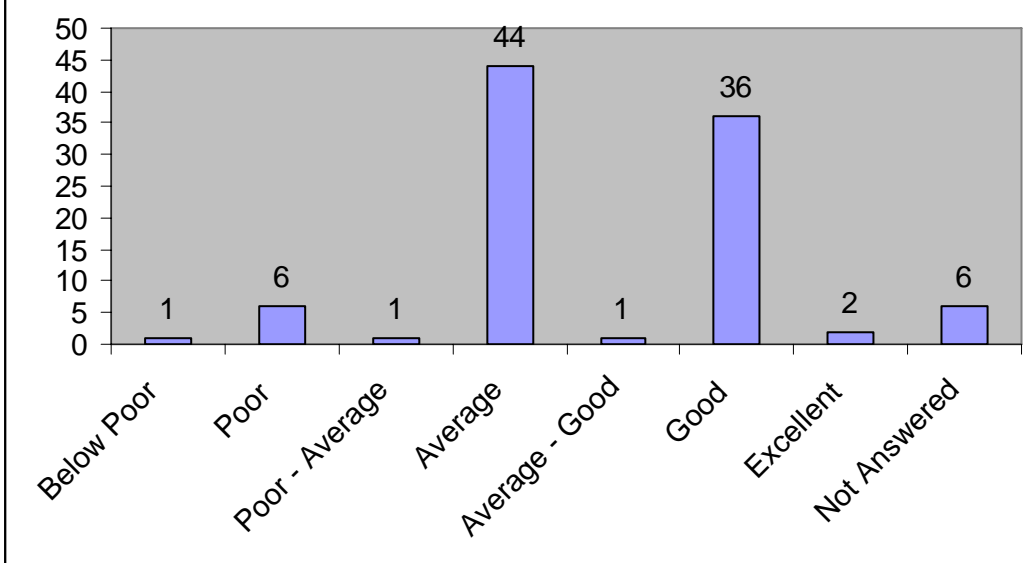
Results of the Survey

Prepared by Ali Williams, JCR Services Officer

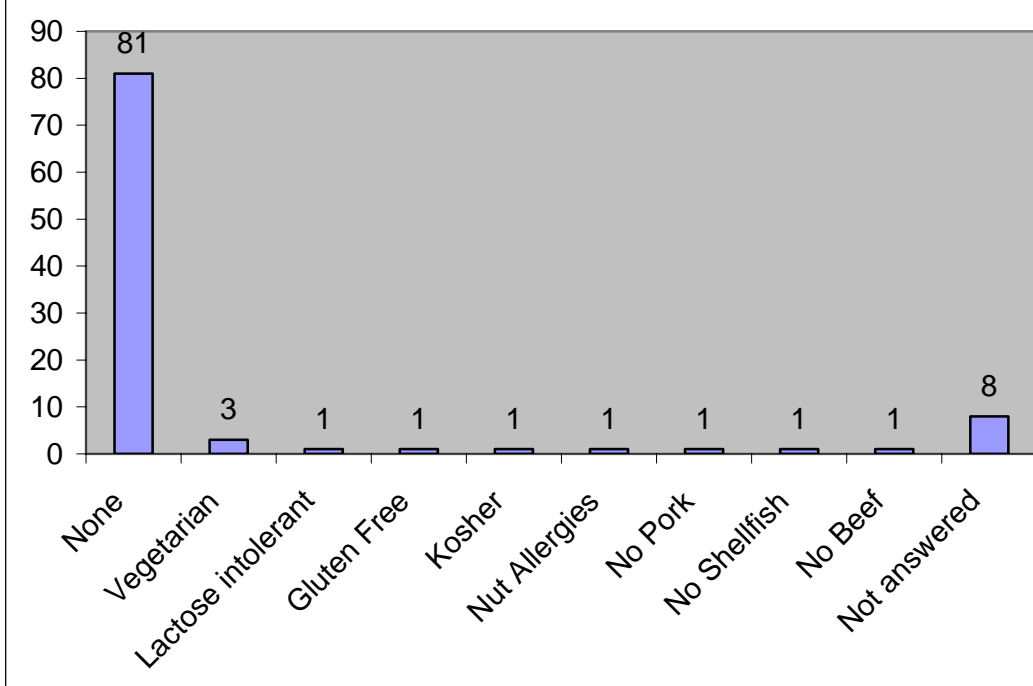
The survey was distributed alongside the CUSU election ballot, and returned to Ali Williams' (JCR Services Officer) pigeonhole when completed. The aim of the survey was to obtain a general view of the food served in hall. Overall we had a good turnout with **97 responses**; many of which included useful comments about areas in which members of the JCR would like to see improved. Over the next few pages are the results obtained from the questionnaire.



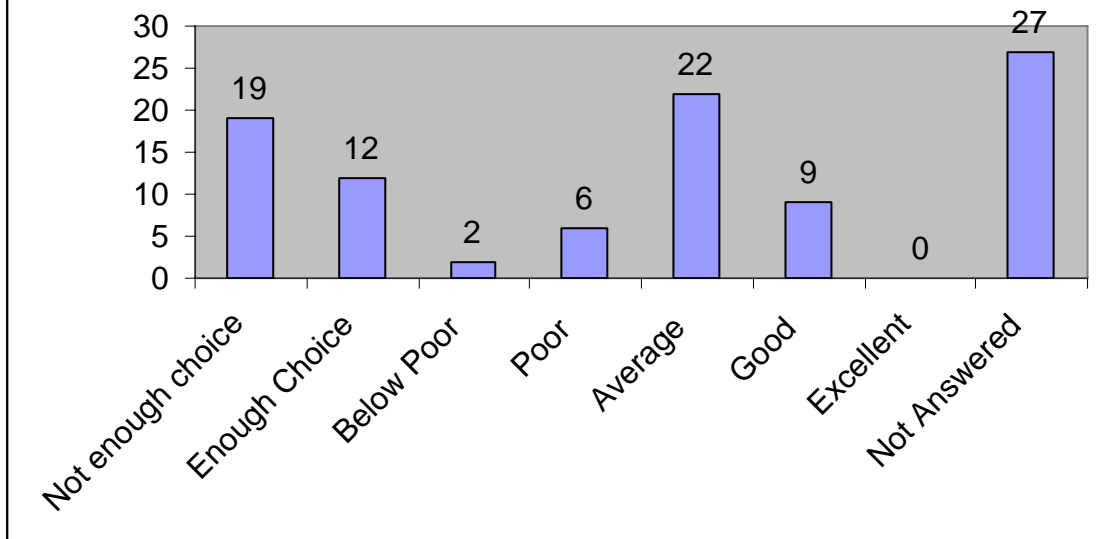
Question 3: How would you rate the service in hall?



Question 4: Do you have any dietary requirements?

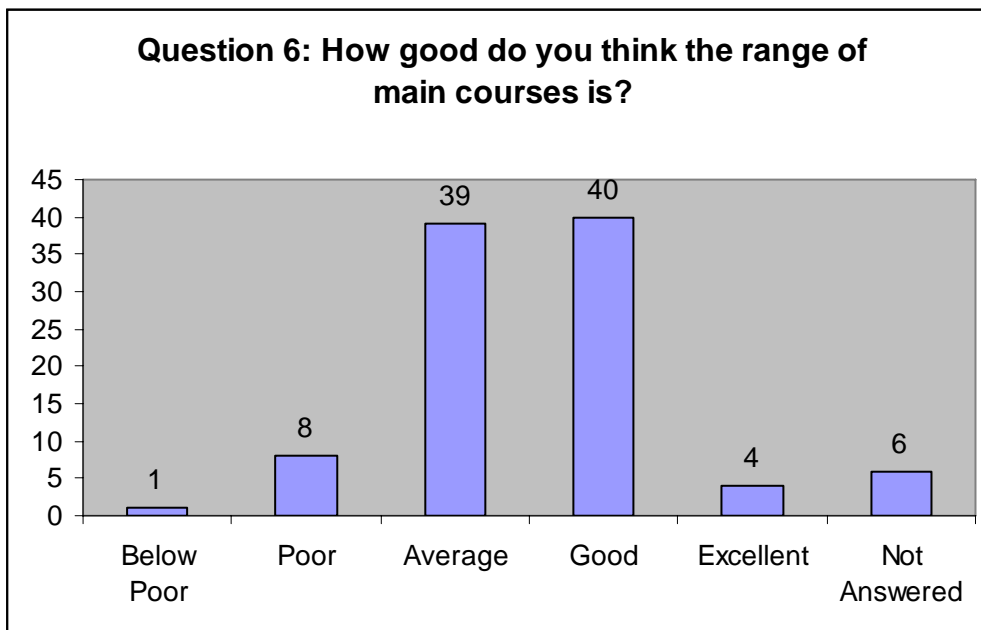


Question 5: How would you rate the vegetarian options?



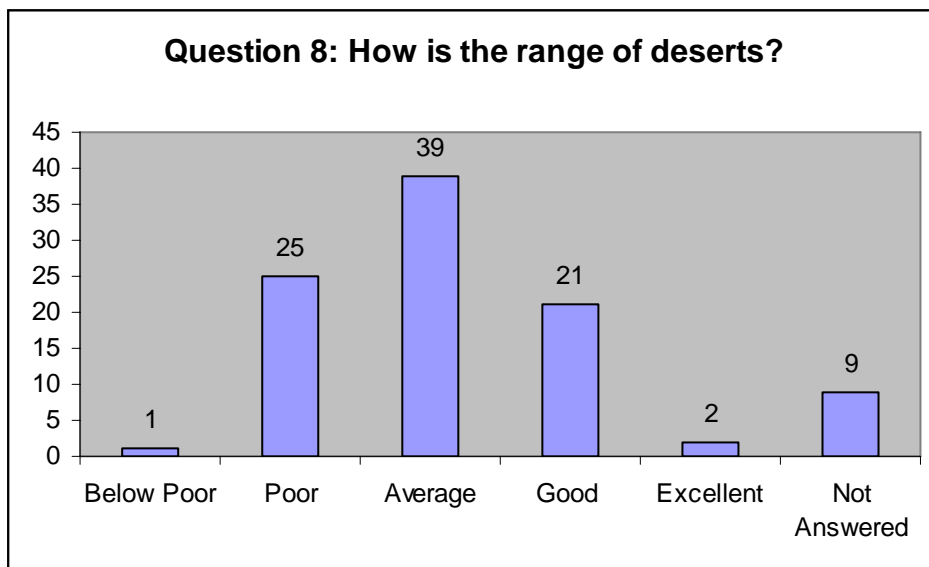
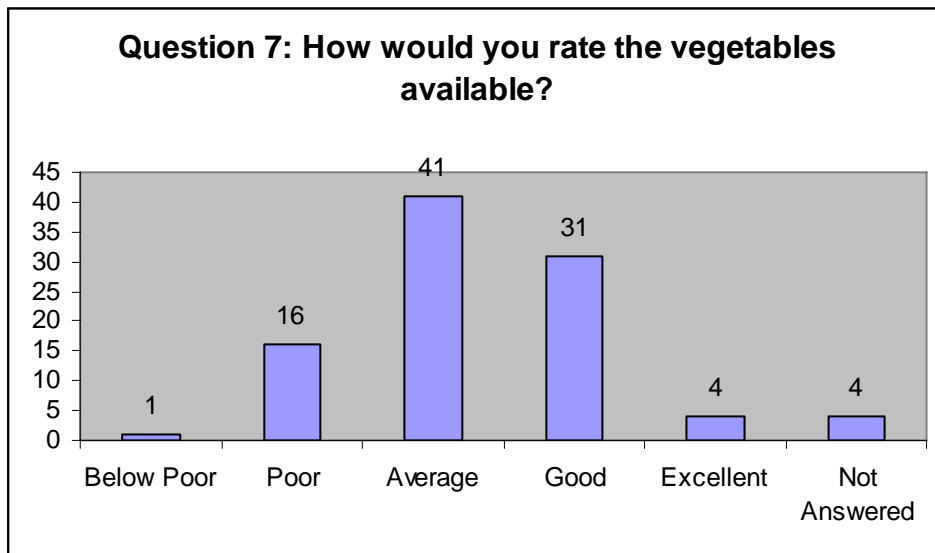
At this point it should also be noted that of the 3 vegetarians that completed the questionnaire, one thought that there was not enough choice, whilst two people thought that it was average. One of the people who thought that there is not enough choice for vegetarians, has a Kosher diet and so may well choose the vegetarian option, as might the person with a no pork or shellfish diet, who rated the service as being below poor. Some of those who did not answer this question thought that it was not applicable to them, as they had no specific dietary requirements.

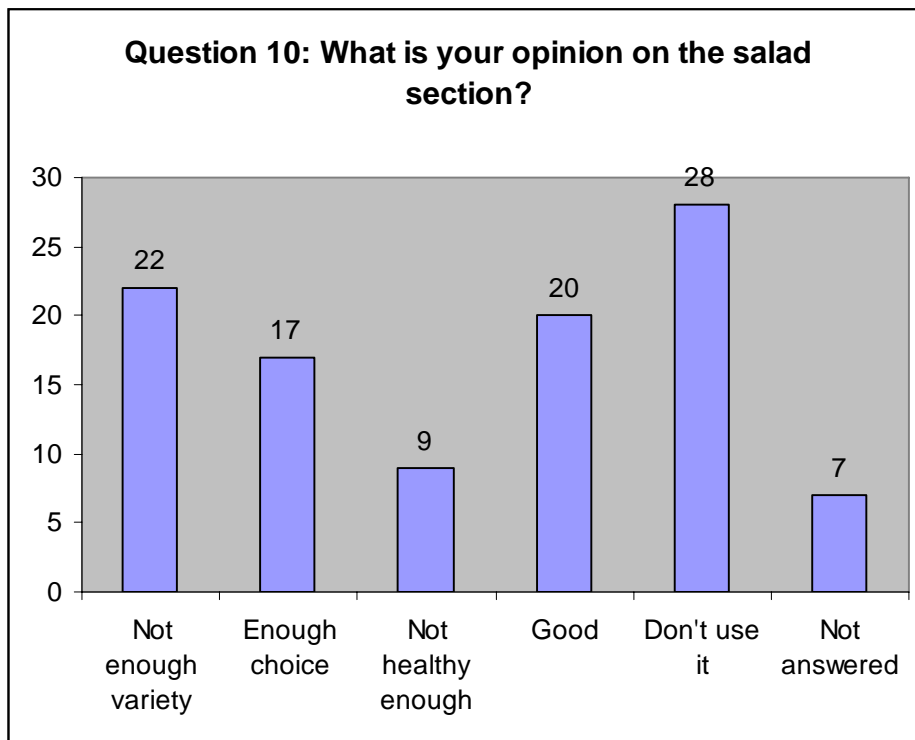
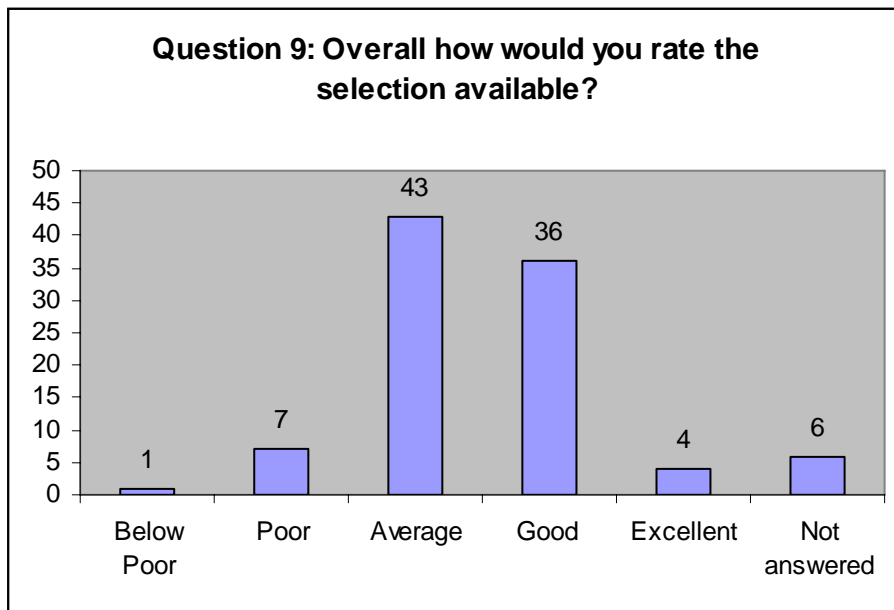
Question 6: How good do you think the range of main courses is?



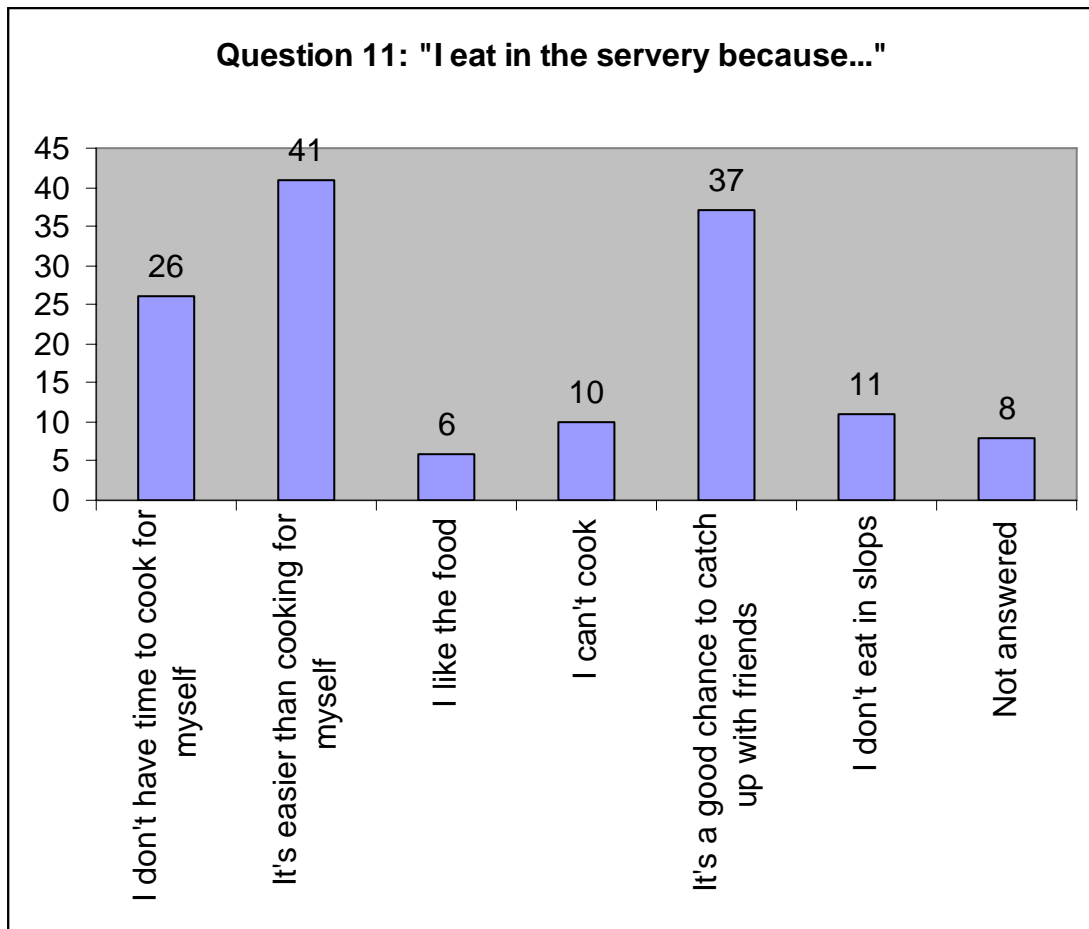
Despite most answers being in the average or good category, a lot of people highlighted in their answers that it was not the range that concerned them but the quality. A few even said that they would not mind if the range was reduced in order to ensure better quality. Therefore the most important factor seems to be the need to

produce **better quality** food. In many ways this ties in with the question asked about what people would like to see more of in the servery. Most answers in this section were based on wanting simpler foods that are easy to cook but are tasty. Suggestions included, pizzas more often, chicken nuggets, sausages and fish and chips. The basic complaint that I established was that Catering often overcomplicate dishes, trying to make them seem more exotic than they often are, for example one of the worst dishes in hall seems to have been the Mongolian chicken. Also mentioned was the need for more hash browns at brunch, as these tend to be the thing that runs out first.

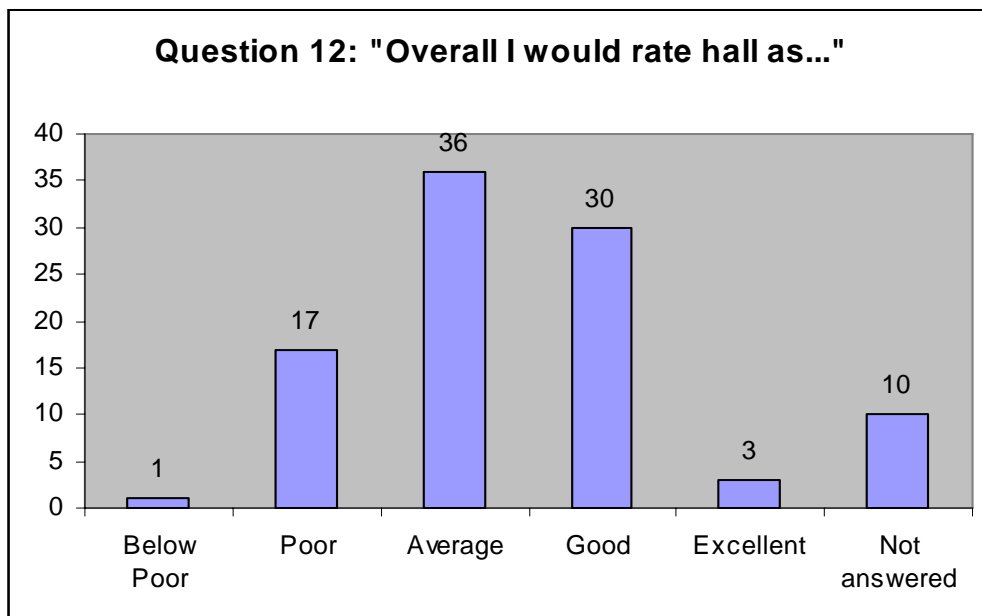




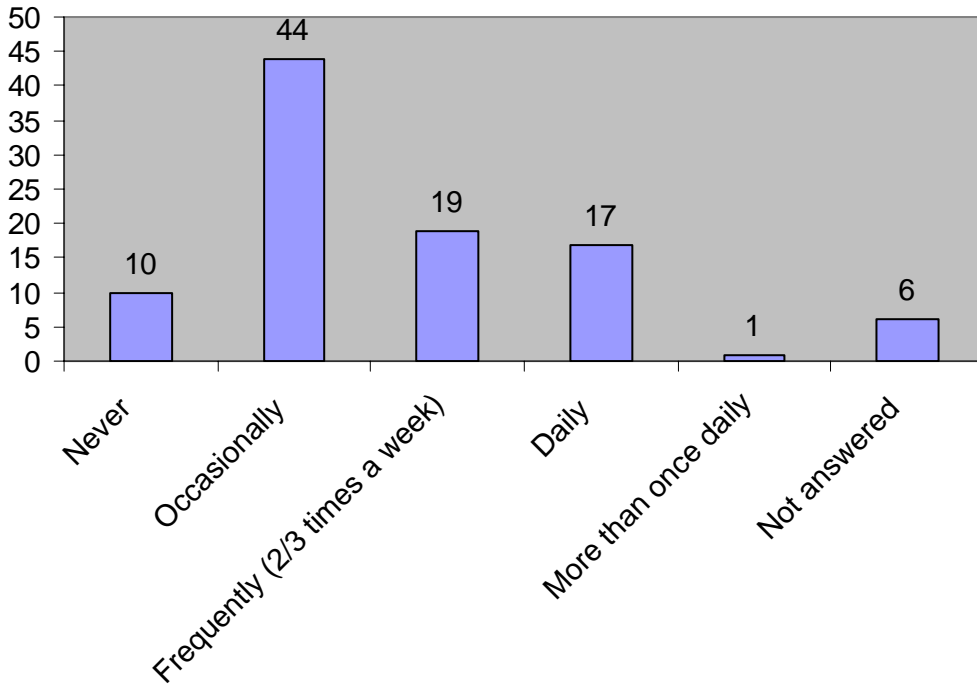
A few comments that came from this question included the possibility of making the salad cheaper and perhaps making it more obvious how things are priced. There was also the suggestion of including a variety of lettuces and perhaps incorporating a few more options to make a good salad, perhaps croutons, sweetcorn, peppers, cucumber and a wider selection of cold meats. People would also like it if dressings were made available but optional. It was also suggested that more lettuce is provided as this tends to run out quite quickly especially in the summer. Perhaps restocking it during the course of hall might be a good idea.



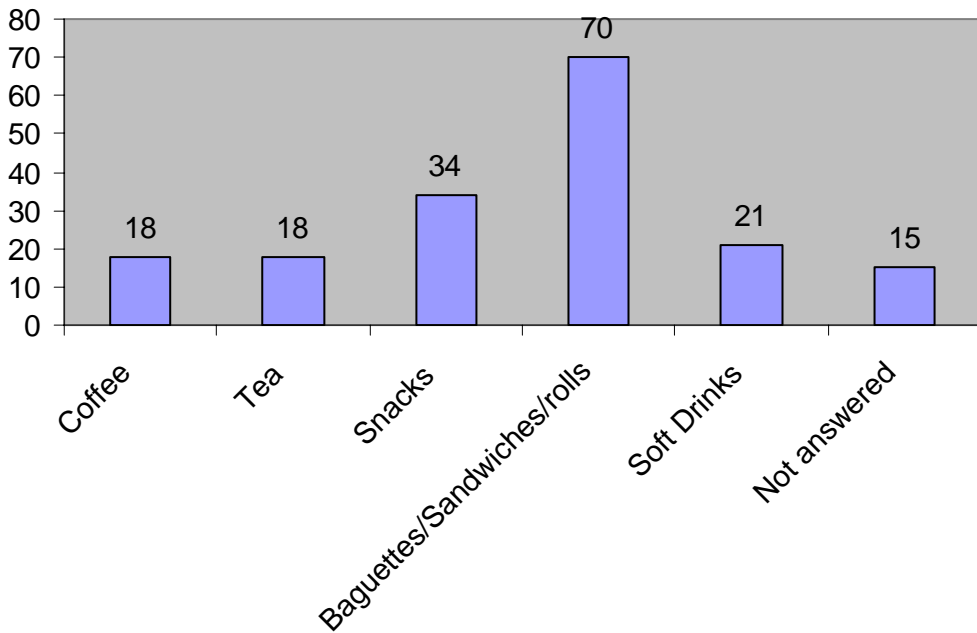
This table shows that most people eat in slops for both convenience and also as it is seen as a good chance to catch up with friends. This shows that hall is very useful in providing a community atmosphere and in a sense encompasses college life. However the fact that people use it to ease their hectic schedules means that people want simple, easy foods that are not overly complicated and of a good standard.

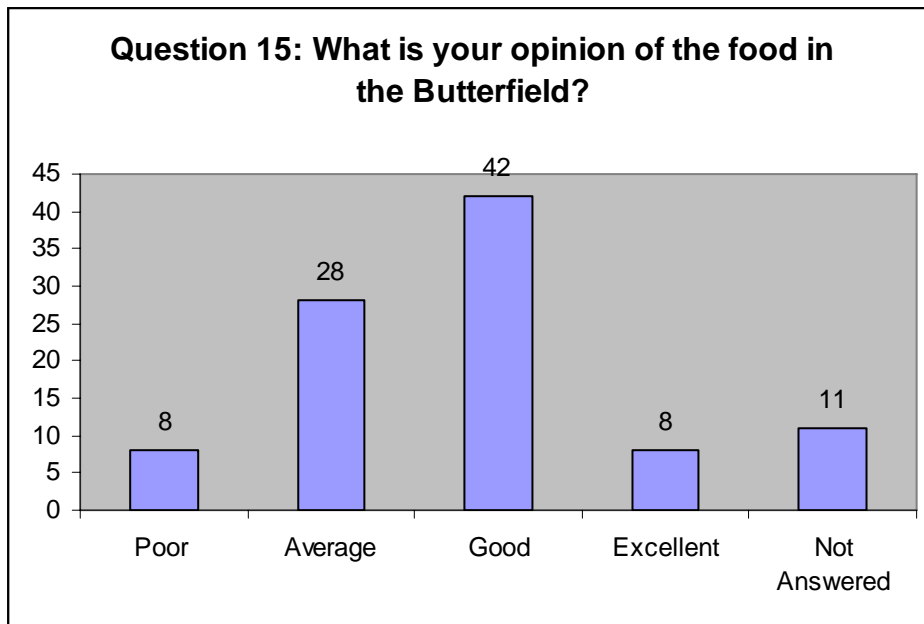


Question 13: How often do you use the Butterfield Cafe?



Question 14: What do you normally purchase from the Butterfield?





These tables show that overall people are happy with the Butterfield Café and the service and food they supply. Some suggestions that have, however, come out of this include, perhaps providing some salads as an alternative to bread, a few more specials and more fruit available. It would also be a good idea to promote all of the options available i.e. ham and cheese, as opposed to just those made in advance. Similarly the board needs updating as new fillings have been introduced.

Overall the general consensus on the food in hall, is that fish and lamb curries seem to be the least favourite, whilst roast meats and lasagne are the most popular. A concern of one person with a nut and fish allergy was that the dishes are not labelled if they contain these ingredients.

One final comment about the Servery, a number of people mentioned the need to either introduce a re-cycling system for the plastic cups used for water, or to bring back proper glasses. The amount of plastic cups used makes the lack of a re-cycling system shameful.

Formal hall seems to have had a mixed response, with people enjoying the atmosphere but with the food being rather hit or miss. Another complaint was the price of formals in comparison with other colleges. People have said that they would be happy to pay the price if the food was better. Some comments have also been made about the recent re-enforcement of the no penny rule, but this is something that is clear in the college handbook. Similarly it seems that several people have had run ins with the serving staff, who have not always been particularly friendly or helpful.

The general view is that with a few improvements, hall would be an even better place to meet and socialise with friends.

The results have been discussed with the JCR Senior Officers and a meeting with Catering has been arranged.