

An Audit of Food Satisfaction at the Riverside

July 2021

Introduction

The Riverside is a community centre located in the centre of Dover town.

The Centre aims to provide a quality and affordable meal service for all members that attend the Riverside.

The views of the clients attending the Riverside Centre were sought to gauge the level of satisfaction with the meals and catering service in these premises.

Aim of Audit

- To determine if the clients were satisfied with the quality and the variety of meals provided at the Riverside and compare the results with the 2019 audit.
- To determine if the clients were satisfied with the quality of catering services at the Riverside Centre.
- To provide feedback from the clients on the service provided.

Process

All clients that attended the Riverside Centre during the week the 5th July 2021 to 9th July 2021 were asked to complete a food satisfaction survey. Those eligible to complete the questionnaire had to have sampled lunch or a snack or both in the previous week.

To collate the results a tick box method was used, where the members had the opportunity to state if they were satisfied with a particular service as defined by each question. The choices were; Poor, Fair, Good, Very Good and Not Applicable.

Outcome

In total 51 questionnaires were given to clients to complete anonymously during the study period. A total of 27 (53%) were completed and returned.

Satisfaction levels (*good and very good responses were combined together*) ranged from 78-100% to the questions relating to the quality, amount, presentation and value of the meals served and 94-100% relating to the quality of the catering service provided. Some clients felt that some of the questions were not applicable to them for instance the quality of snacks served in the snack bar. For the purpose of evaluating this survey questions that were answered not applicable or were not answered at all have not been included in working out the overall percentage.

The overall satisfaction rating for the quality of meals provided was rated at 92%.

Roast dinners, fish and chips and curry were the meals enjoyed most by the majority of clients and sausages as well as fish as the least liked.

Other suggestions made by clients included different flavoured ice creams, syrup sponge and crumbles. However, the question of “Was there enough choice on the menu” was asked in the questionnaire and this showed a 87% satisfaction rating and that 84% clients felt there was always something on the menu they would like to eat.

The results of the questionnaire are tabulated and compared with the 2019 results in the following table.

Conclusion

The survey was important in order to determine if the clients thought the standard of meals served and the catering services at the Riverside were of a satisfactory standard. It was of equal importance that the service had been maintained or improved upon.

The quality of the main meal served at lunch was deemed to be good or very good with approximately 89% of the clients surveyed and this showed an improvement on the 2019 survey. In fact, the variety, the amount and the presentation of food provided was deemed very good or good by over 84% of clients. The facilities and the catering services provided were also deemed to be good/very good with 94-100% of clients, this is very pleasing compared to the results from 2019 (58 – 90%), this shows a remarkable improvement over the two years and indicates that the recent refurbishment and volunteer/staff training has contributed towards such a shift in results.

Overall, this questionnaire suggested that clients were happy with the quality of food and catering services provided at the Riverside Centre and the figures showed an improvement on the previous survey in 2019.

From the feedback we have obtained from this questionnaire the following improvements will be made to endeavour to improve the quality and variety of our catering services;

- We will include on the menu certain items that our customers have suggested.
- We will make some changes to our tea packs.
- We will trial different snacks within the snack bar.
- We will continue to offer alternatives and review these on a regular basis so that the choice remains varied.
- We will look at the quality of the puddings and endeavour to improve these.

Thank you to all of our customers who completed a questionnaire and provided us with invaluable feedback.

Food satisfaction survey at Riverside- Results of Questionnaire 2021

Part 1	Question	Poor %	Fair %	Good %	Very Good %
1.	How do you rate the quality of the main meals of the day?	-	11	48	41
2.	How do you rate the quality of the puddings?	-	22	37	41
3.	How do you rate the quality of the snacks served in the snack bar?	-	-	57	43
4.	How do you rate the variety of food provided?	4	15	35	46
5.	How do you rate the amount of food provided?	4	4	38	54
6.	How would you rate the efforts made to satisfy your individual requirements (including diabetes and any religious requirements)?	-	-	35	65
7.	How do you rate the presentation of the food (ie. the effort to ensure that the food looks nice)?	-	20	32	48
8.	How do you rate the temperature of the food, ie. is hot food always served hot?	-	13	43	43
9.	How do you rate the value of the meals?	-	16	44	40
10.	How do you rate the availability of drinks?	-	17	33	50
11.	How do you rate the quality of the dining room facilities?			65	35
12.	How do you rate the dining room, ie. is it a pleasant place to sit and enjoy your meals?	-	6	50	44
13.	How helpful are the serving staff at mealtimes?	-		17	83
14.	How helpful are care staff/volunteers if you require assistance at mealtimes?	-		31	69
15.	How do you rate the overall quality of the meals provided?	-	8	40	52
Part 2	Question	Yes		No	
16.	Is there always something available to drink if you want it?	100		-	
17.	Is there enough choice on the menu?	87		13	
18.	Is there always something on the menu that you like to eat?	84		16	

Question	2019 Good/Very good (%)	2021 Good/Very good (%)
How do you rate the quality of the main meals of the day?	85	89
How do you rate the quality of the puddings?	87	78
How do you rate the quality of the snacks served in the snack bar?	78	100
How do you rate the variety of food provided?	78	81
How do you rate the amount of food provided?	82	89
How would you rate the efforts made to satisfy your individual requirements (including diabetes and any religious requirements)?	73	92
How do you rate the presentation of the food (ie. the effort to ensure that the food looks nice)?	82	80
How do you rate the temperature of the food, ie. is hot food always served hot?	80	86
How do you rate the value of the meals?	75	84
How do you rate the quality of the dining room facilities?	90	100
How do you rate the dining room, experience ie. is it a pleasant place to sit and enjoy your meals?	87	94
How helpful are the serving staff at mealtimes?	90	100
How helpful are care staff/volunteers if you require assistance at mealtimes?	58	100
How do you rate the overall quality of the meals provided?	75	92