

## 2014 Carleton Satisfaction Survey for Employees

### Bakers

Bakers	
% Using Service	Number of Users
77.2%	594

### Mean of Responses

	Bakers		
	N	Avg.	Std. Dev.
My overall experience with this food facility	581	7.6	1.8
Accessibility of facilities at hours that are convenient to me	574	7.9	2.0
Ambience of the food service area	580	7.9	1.8
Cleanliness of the facility	582	8.5	1.4
Variety of food available	583	7.2	2.1
Value for money	578	7.2	2.2
Quality of the food	582	7.6	2.0
Courteous and helpful staff	585	8.0	1.8
Provision of service in a timely manner	583	7.2	2.4

### Percentage of Responses

	Bakers		
	Low	Med.	High
My overall experience with this food facility	6.4%	36.5%	57.1%
Accessibility of facilities at hours that are convenient to me	7.0%	26.7%	66.4%
Ambience of the food service area	5.7%	27.2%	67.1%
Cleanliness of the facility	1.5%	17.2%	81.3%
Variety of food available	10.6%	41.5%	47.9%
Value for money	13.5%	36.3%	50.2%
Quality of the food	8.6%	30.4%	61.0%
Courteous and helpful staff	4.4%	30.3%	65.3%
Provision of service in a timely manner	13.6%	34.5%	52.0%

**Source:** Carleton Satisfaction Survey for Employees, 2014

**Notes:** 1. % -> percentage of respondents where: Low - 1,2,3,4; Med. - 5,6,7; High - 8,9,10.