

2015 Carleton Satisfaction Survey for Employees

Catering

Catering	
% Using Service	Number of Users
34.5%	277

Mean of Responses

	Catering		
	N	Avg.	Std. Dev.
My overall experience with catering	269	7.3	2.3
Ease of ordering	257	7.7	2.2
Presentation of catered food	270	7.7	1.9
Variety of food and beverage options	270	7.0	2.4
Provision of service in a timely manner	271	8.1	1.8
Quality of food	271	6.9	2.4
Courteous and professional staff	268	8.5	1.7

Percentage of Responses

	Catering		
	Low	Med.	High
My overall experience with catering	10.8%	32.0%	57.2%
Ease of ordering	9.7%	24.9%	65.4%
Presentation of catered food	5.9%	29.3%	64.8%
Variety of food and beverage options	17.8%	33.3%	48.9%
Provision of service in a timely manner	5.2%	20.3%	74.5%
Quality of food	15.9%	36.5%	47.6%
Courteous and professional staff	3.7%	15.7%	80.6%

Source: Carleton Satisfaction Survey for Employees, 2015

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