



# INSTITUTE OF AERONAUTICAL ENGINEERING

(Autonomous)

Dundigal, Hyderabad – 500043.

## Feedback Analysis on Food Quality

Academic Year 2017-18

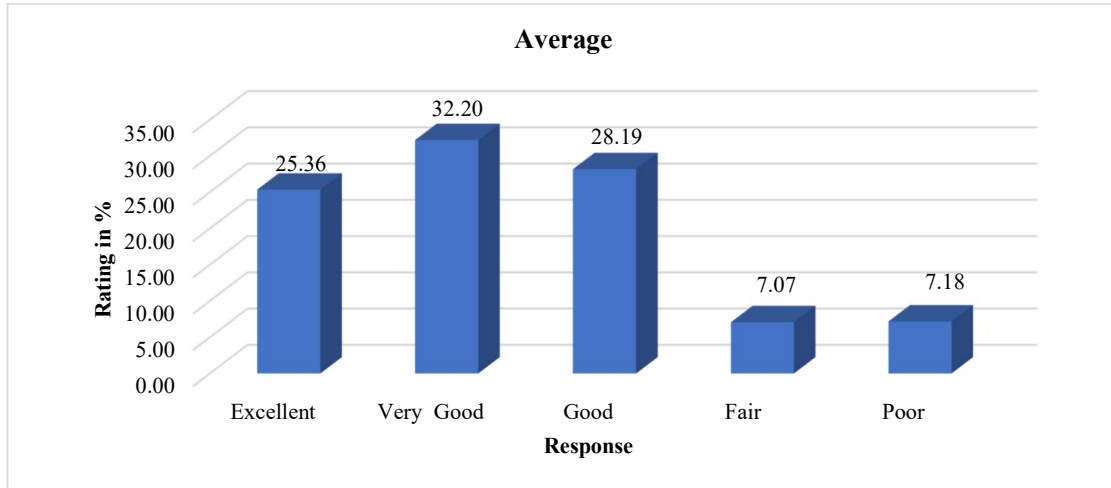


Figure 1

Figure 1 Based on the survey on food quality, 85.75 % of the students are satisfied with food quality available in the cafeteria. But, 14.25% of the students are expecting better food quality and services. Especially, major concerns are regarding the prices of the food, time delay in serving food, quantity of the food being served, availability of details of nutritional values of food and dietary concerns of the students. The feedbacks of students are taken care and relevant action is taken by discussing with the cafeteria manager and institute authorities to resolve the issues of food quality and services.

### The Ambiance of Cafeteria

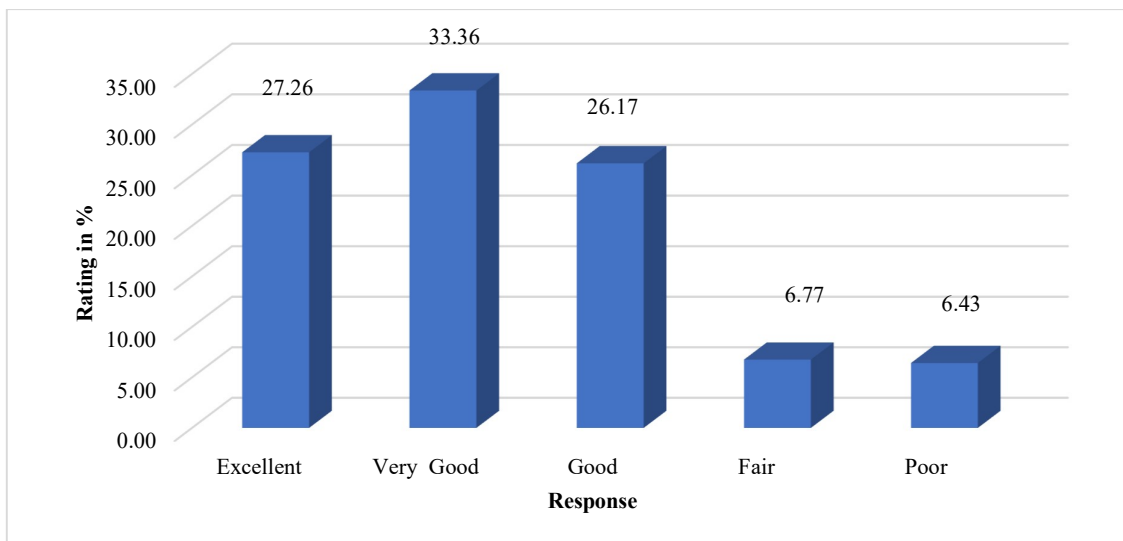


Figure 2

Figure 2 From the given questionnaire, 86.80 % of the students are satisfied with the ambiance of cafeteria. But, 13.20 % of the students are expecting improvements in the ambiance of cafeteria. Based on the given response, this parameter seems to be good.

### The Availability of Staff in the Cafeteria

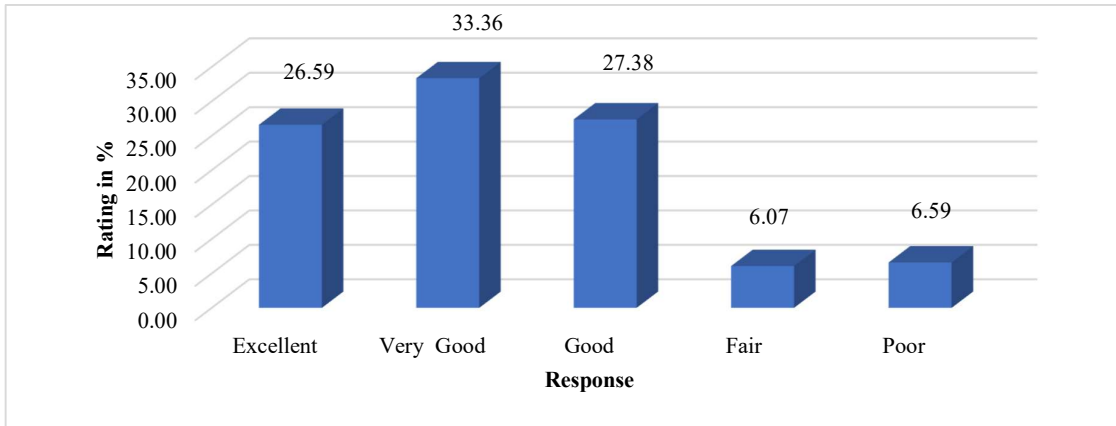


Figure 3

Figure 3 From the given questionnaire, 87.33 % of the students are satisfied with the availability of the staff in the cafeteria. 12.67 % of the students are not satisfied with the number of available staff. From the available responses it appears that the given parameter is good.

### Cleanliness and accessibility of the Cafeteria

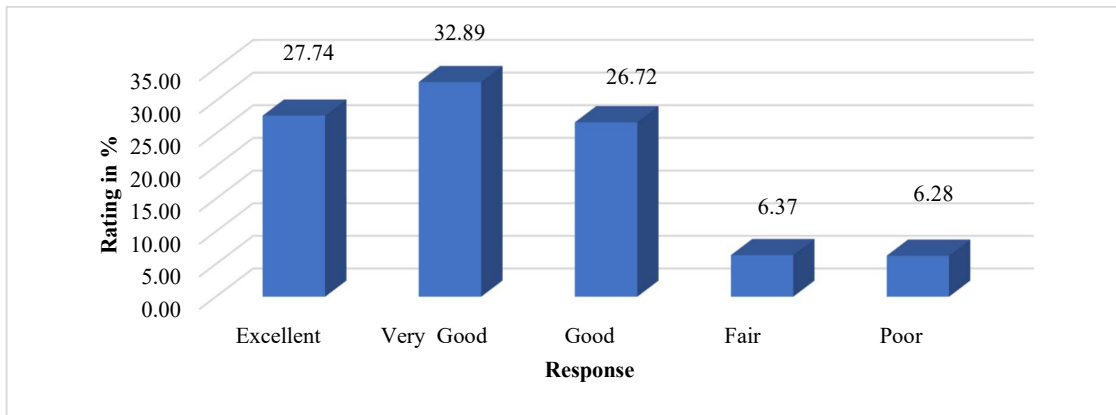


Figure 4

Figure 4 From the given questionnaire, 87.34% of the students are satisfied with the cleanliness and accessibility of the cafeteria. 12.66 % of the students are expecting betterment in cleanliness and accessibility of cafeteria. Based on the given responses, this parameter appears to be good.

### The Nutritional Information Readily Available on the Menu

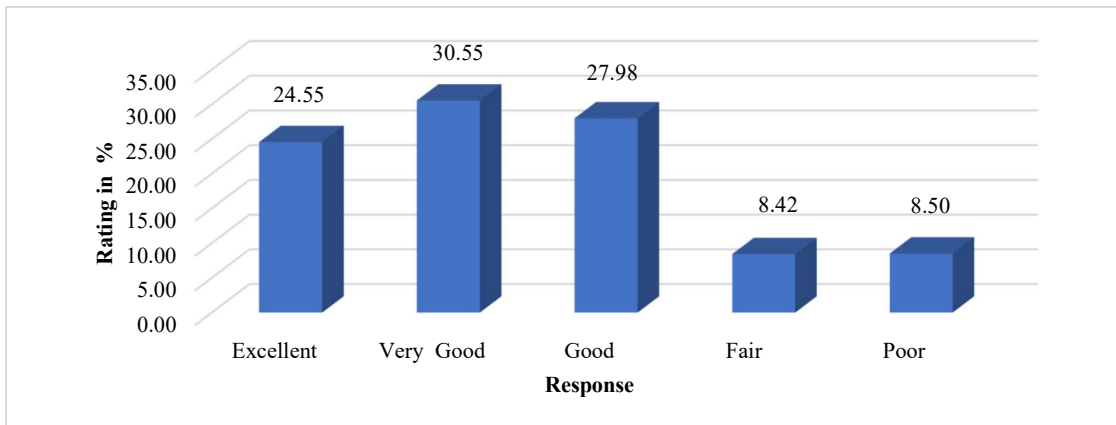


Figure 5

Figure 5 From the given questionnaire, 83.08 % of the students are satisfied about the readily availability of the nutritional information on the menu. But, 16.92 % of students are not satisfied with nutritional information of the food in menu. The problem is rectified and the complete nutritional value of each food item is made available in the menu.

### If You Had a dietary concern, was it Met by the food Services Staff

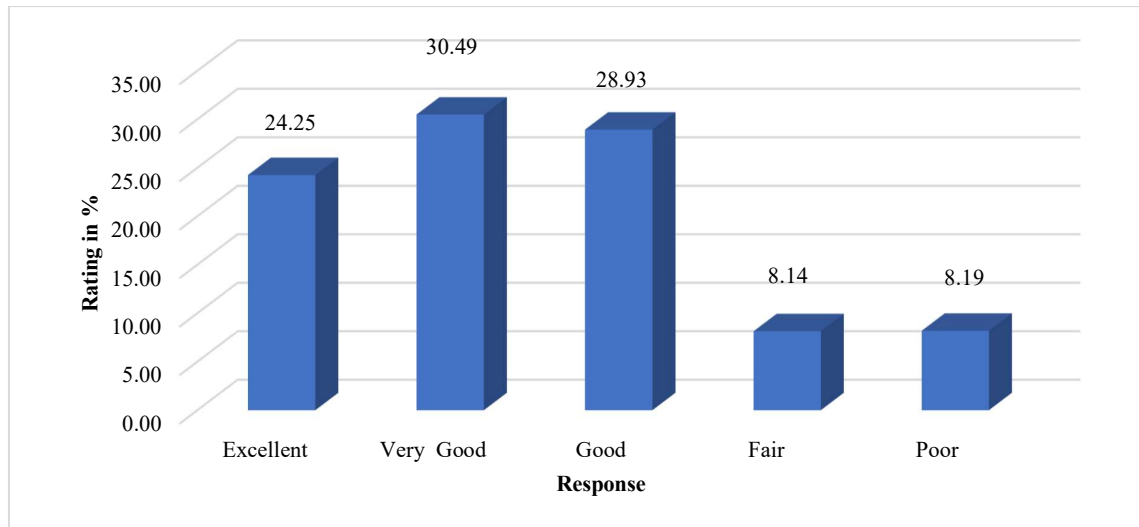


Figure 6

Figure 6 from the given questionnaire, 83.67 % of the students are satisfied with food services that are being provided by the staff whenever the students had any dietary concern. But, 16.33 % of the students are not satisfied with service towards their dietary concerns. The staff at cafeteria are given proper guidance and training to take care of the dietary concerns of the students.

### The Variety of Options Available

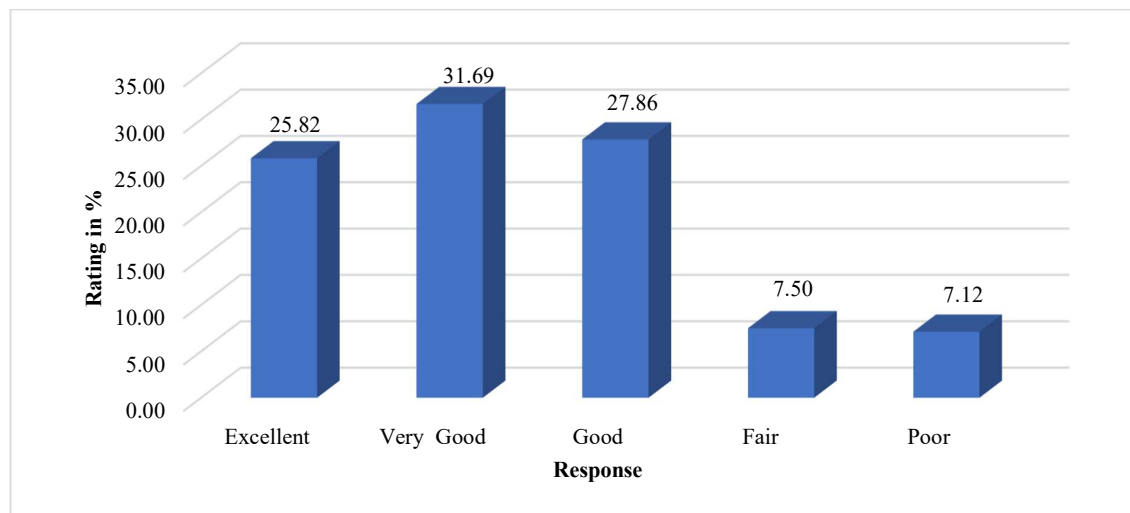


Figure 7

Figure 7 From the given questionnaire, 85.38 % of the people are satisfied with the availability of variety of food items in cafeteria. 14.62 % of the students are expecting different varieties of the food items in the cafeteria. Based on the response, it appears that the given parameter is good.

### The Staff Members of the Canteen are Polite and Good

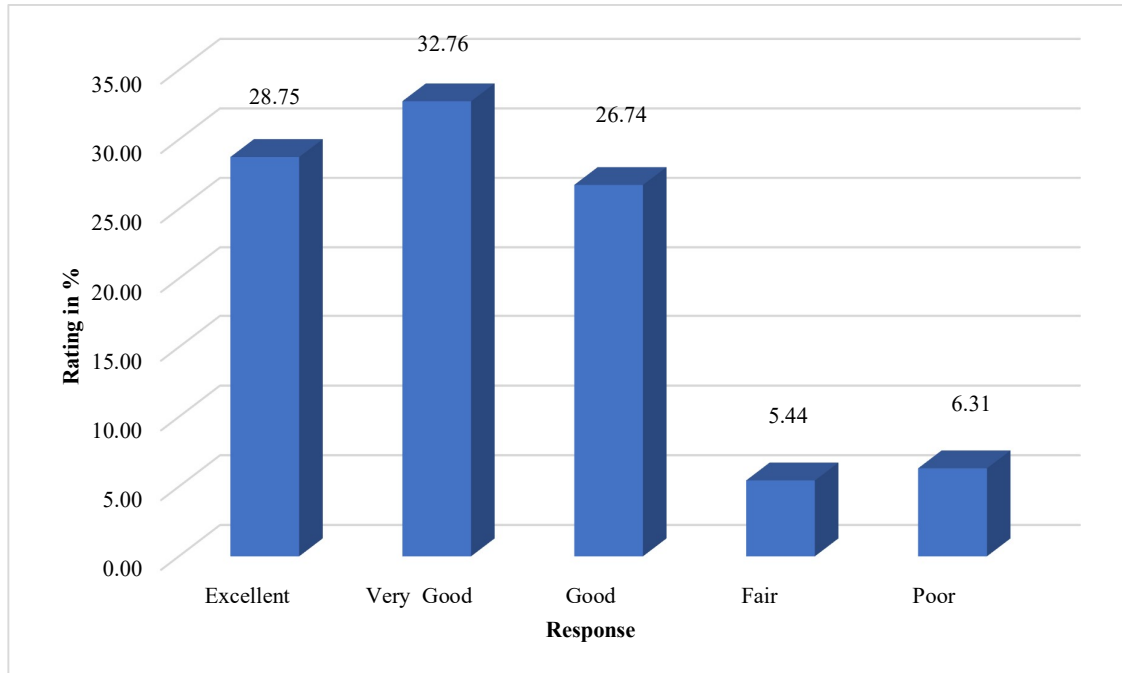


Figure 8

Figure 8 From the given questionnaire, 88.25 % of the students are satisfied with behaviour of the staff members of the canteen. 11.75% of the students are not satisfied with nature of the staff. From the responses it appears that the behaviour of staff is good.

### How Would You Rate the Quality of the Food

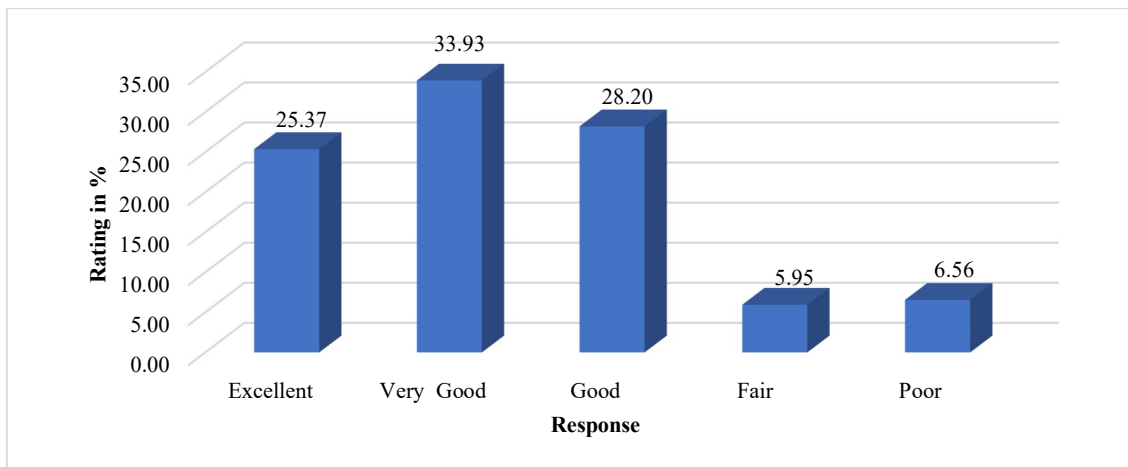


Figure 9

Figure 9 from the given questionnaire, 87.50 % of the students are satisfied with quality of the food available in the cafeteria. 12.50 % of the people are expecting improvement in the food quality. From the given responses it appears that food quality is reasonably good.

### How Would You Rate the Overall Taste of the food Provided

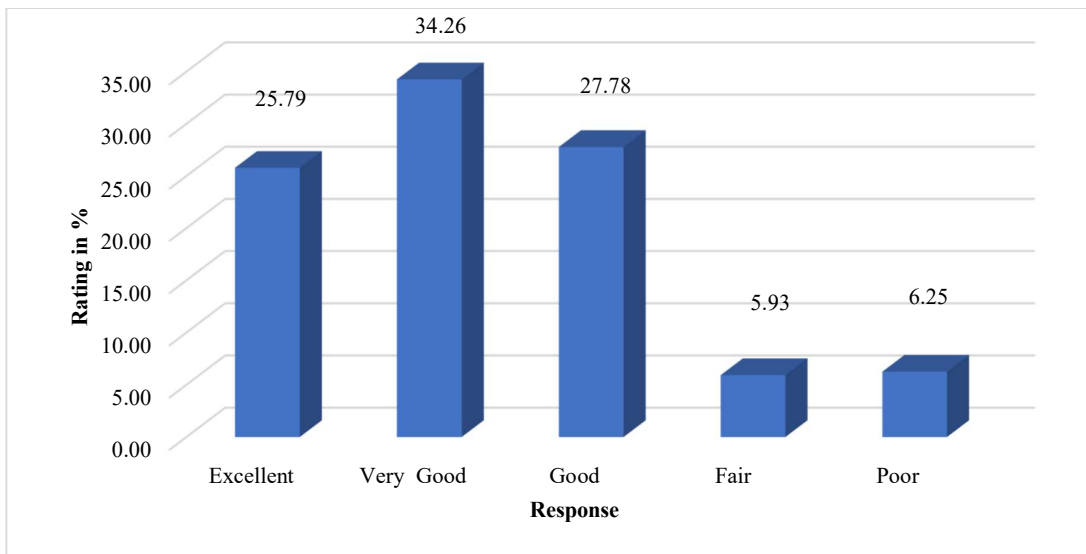


Figure 10

Figure 10 from the given questionnaire, 87.82 % of the students are satisfied with the taste of the food provided in the cafeteria. 12.18 % of the students are not satisfied with the taste of the food provided. From the response it is understood that the taste of the food provided at the cafeteria is good.

### Would you Rate the Portion or Amount of Food offered(reasonable or Not)

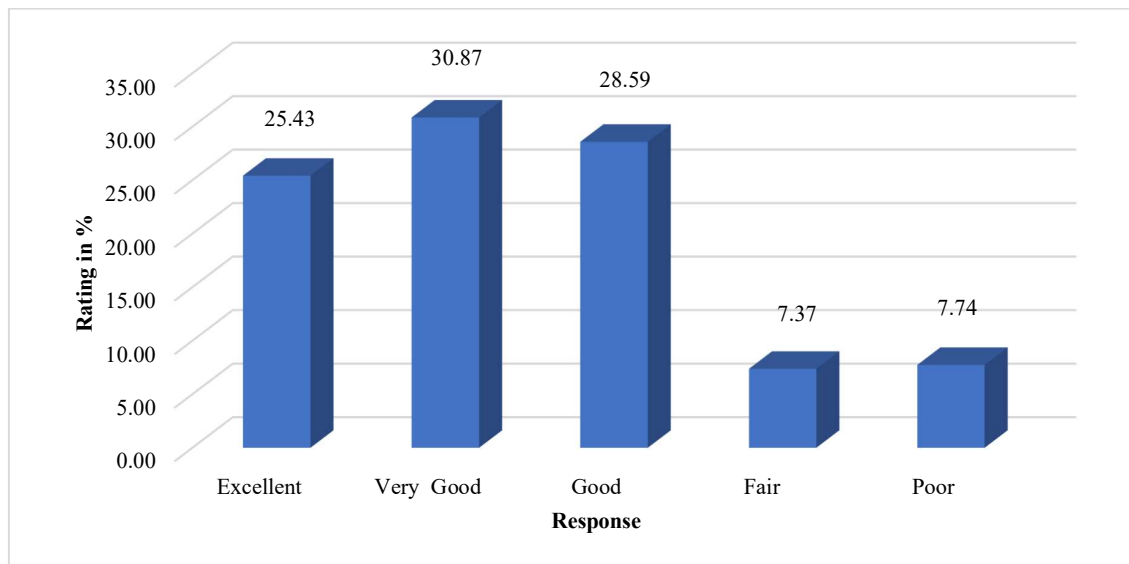


Figure 11

Figure 11 from the given questionnaire, 84.89 % of the students are satisfied with amount of food being offered at cafeteria. But, 15.11 % of people felt that the suitable quantity of food is not being offered for given price. Relevant action is taken to offer reasonably good amount of food for a given price.

**How would you rate the overall nutritional value of the food in the cafeteria**

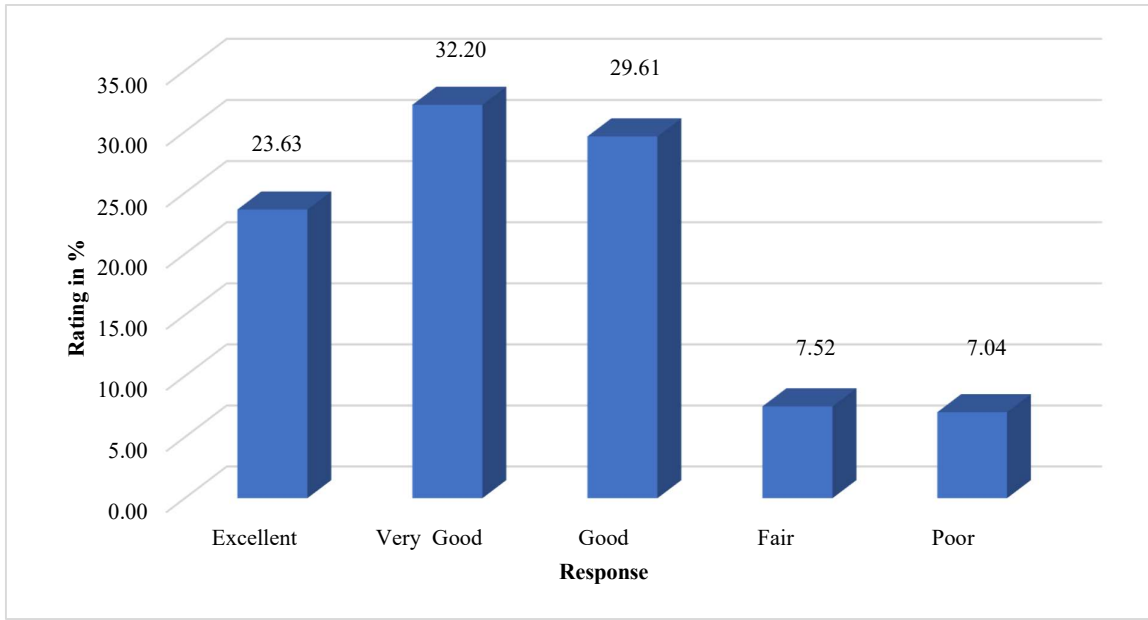


Figure 12

Figure 12 from the given questionnaire, 84.44 % of the students are satisfied with the nutritional value of the food in the cafeteria. But, 14.56 % of the students are not satisfied with nutritional value of the food. Due care is taken to provide nutritious food to students by taking suggestions from a dietician.

**Would you rate the quality of the food as follows**

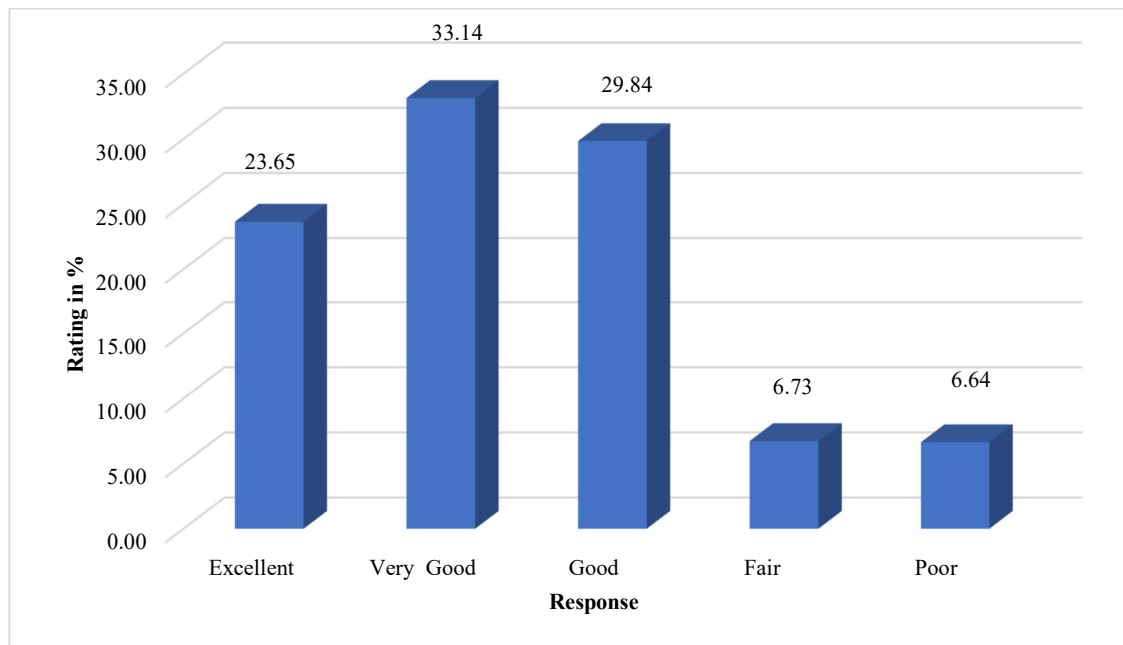


Figure 13

Figure 13 from the given questionnaire, 86.62 % of students are satisfied with the quality of the food being provided at the cafeteria. But, 13.38 % of the students are expecting improvement in the quality of the food. Overall, this parameter appears to be good.

### How would you rate the prices of the food available

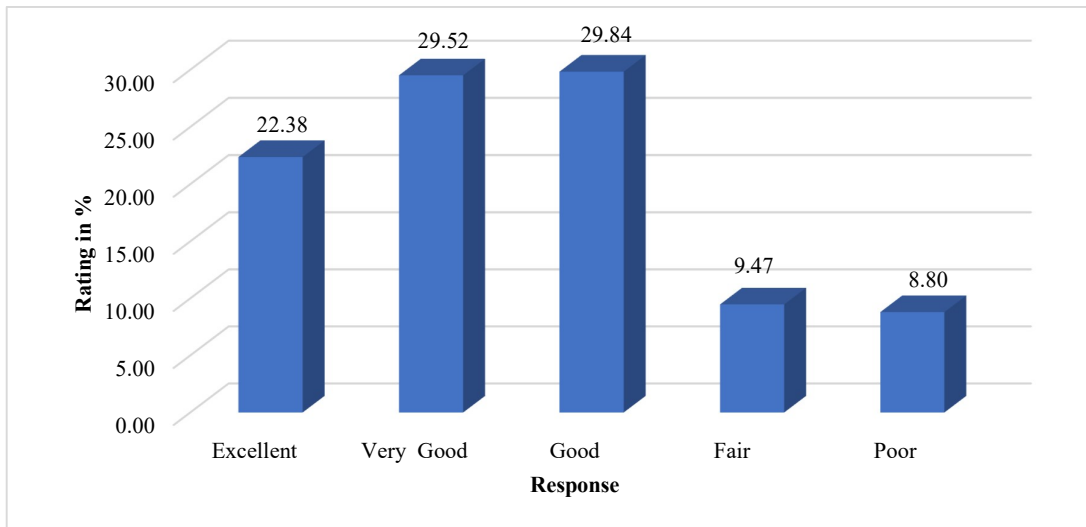


Figure 14

Figure 14 from the given questionnaire, 81.73 % of the students are satisfied with the prices of the food. But, 18.27 % of the students are not satisfied with the prices of the food being served at the cafeteria. Action is taken by revising the prices of all food items and food is served at items at reasonable rates.

### How would you rate the amount of time for the food to be served

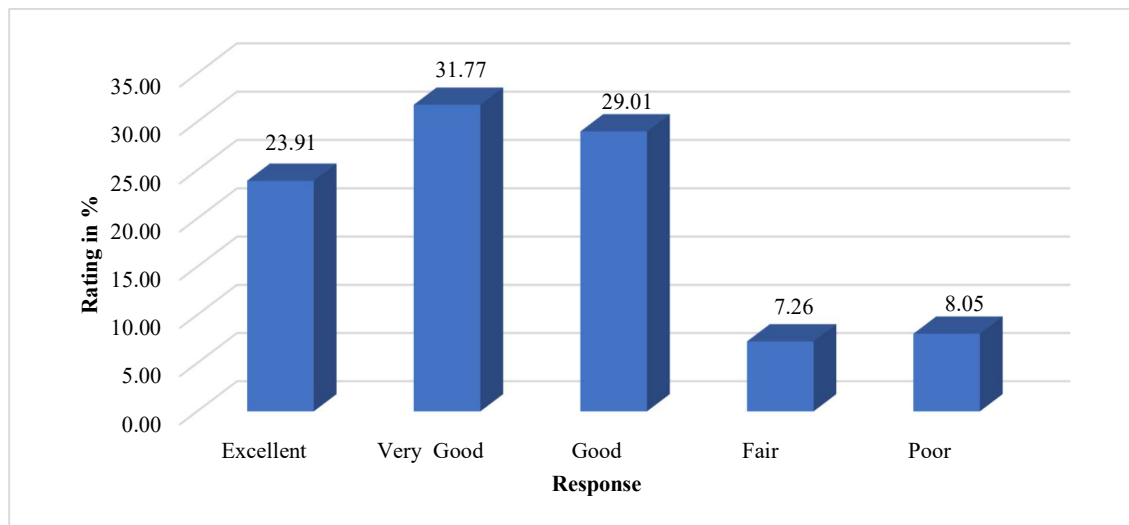


Figure 15

Figure 15 From the given questionnaire, 84.69 % of the people are satisfied with the amount of time taken for the food to be served after placing an order. But, 15.31 % are not satisfied with the amount of time taken to serve food. From the given response, it appears that more time is being taken to serve the food to the students. Appropriate actions are taken by increasing the cooking staff and serving staff.