



Feedback and and Comments

Management and Client

Customer A

our commen Your comments and ideas are very important to us, so gleas take the time to tell us what we do well or how we can help make your visit more enjoyable next time. Thank you! Snackbar Café: _ What did you buy on your visit? 0000 How would you rate us? Friendliness of colleagues Speed of service Quality & presentation of food Value for money Variety of products Cleanliness Café environment (look & feel) Would you recommend us to a friend? is there anything else you would like to tell us that would have made your visit more enjoyable? the all to exprain nk you for taking the time to fill in this feedback form ate put this form in the box provided or hand it to a reque; your comments make a difference.

That was a good lunch, wasn't it? Good service and good food, but what a price!!

Customer B

	Monta	time. Thank)	rout
Café:	Snackt	2 2 2 2	700
What did you bu	Dinner.	INCAT.	
How would you n	ete us?	000	3 6
Friendliness of co	illeagues	7 0 (
Speed of service			
Quality & present	ation of food		1
Value for money			1
Variety of produc	ts	000	
Cleanliness		d o	
Café environment	(look & feet)	d \Box (
Would you recom	mend us to a fri	end?	
in these amothics	else you would li	has to tell us	10 N

The service wasn't particularly good and it took twenty minutes for my soup to arrive!

C

But it was a nice clean place with a good menu. Maybe I'll come again and bring Sue

Who Said That?

Match the comment card with what each customer said.

Did you like that meal? I really liked everything and I thought the service was good too!

D

Customer C

our comments

I didn't think my lunch was too bad, but even though the waiter was nice I had to wait fifteen minutes!

No sausage and chips!! Ridiculous!

В

I'm not coming here again and I'm telling my friends not to bother too

В

That was a perfect lunch

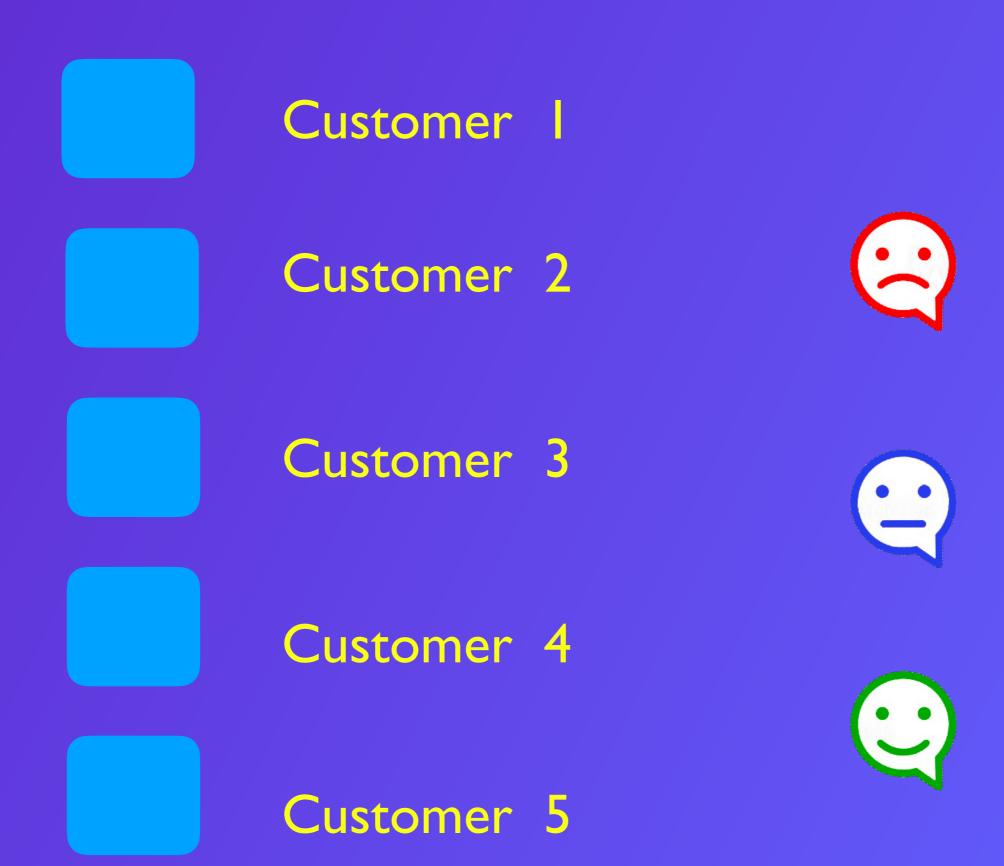
D

Customer D

Уои	r con	nmen	ts
-----	-------	------	----

Date:	Date: 3tonday September 1st
Carte: Snackbar	Carte: Snackbar
What did you buy on your visit?	What did you buy on your visit?
TYASY WACH GRANE THEAT DRINK	THEFT LANCES CHANGE THEFT OF
How would you sale us?	How would you rate us? ② ② ②
Friendliness of colleagues	Friendliness of colleagues
Speed of service	Speed of service
Quality & presentation of food	Quality & presentation of food 📝 🗌 📗
Value for money	Value for money
Variety of products	Variety of products
Cleardiness	Cleaniness 🗹 🗌 🗎
Café environment (look à feel)	Café environment (look & feet)
Would you recommend us to a friend?	Would you recommend us to a friend?
in there anything else you would like to tell us that would have made your visit more enjoyable?	is there anything else you would like to tell us that would have made your visit more enjoyable?
Top 5/0W!	Thank you! I enjoyed everything!









WE VALUE YOUR OPINION

We want our restaurant to be the best it can be. We would be grateful if you could spare a few moments to complete our questionnaire.

HOW WOULD YOU RATE THE FOLLOWING?

	Excellent	Good	Average	Poor
Food Quality				
Service				
Cleanliness				
alue for Mone	у 🗌			
Any other comments?				
Thank you for visit Pl	ing the restaur			back.
	ease fill in your	details belo		back.
Name	ease fill in your	details belo	DW.	





Ladies who lunch in Surrey

https://ladieswholunchinsurrey.wordpress.com

Café at Garson's — I will be back

https://www.tripadvisor.com/ShowUserReviews-g671162-d1514728-r334737076-Garsons Garden Centre-Esher Surrey England.html

Feedback

	Excellent	Good	Average	Poor
Food Quality	20	11	7	1
Service	8	14	14	3
Cleanliness	10	23	2	4
Value for money	4	19	12	4
Action				

Immediate Action

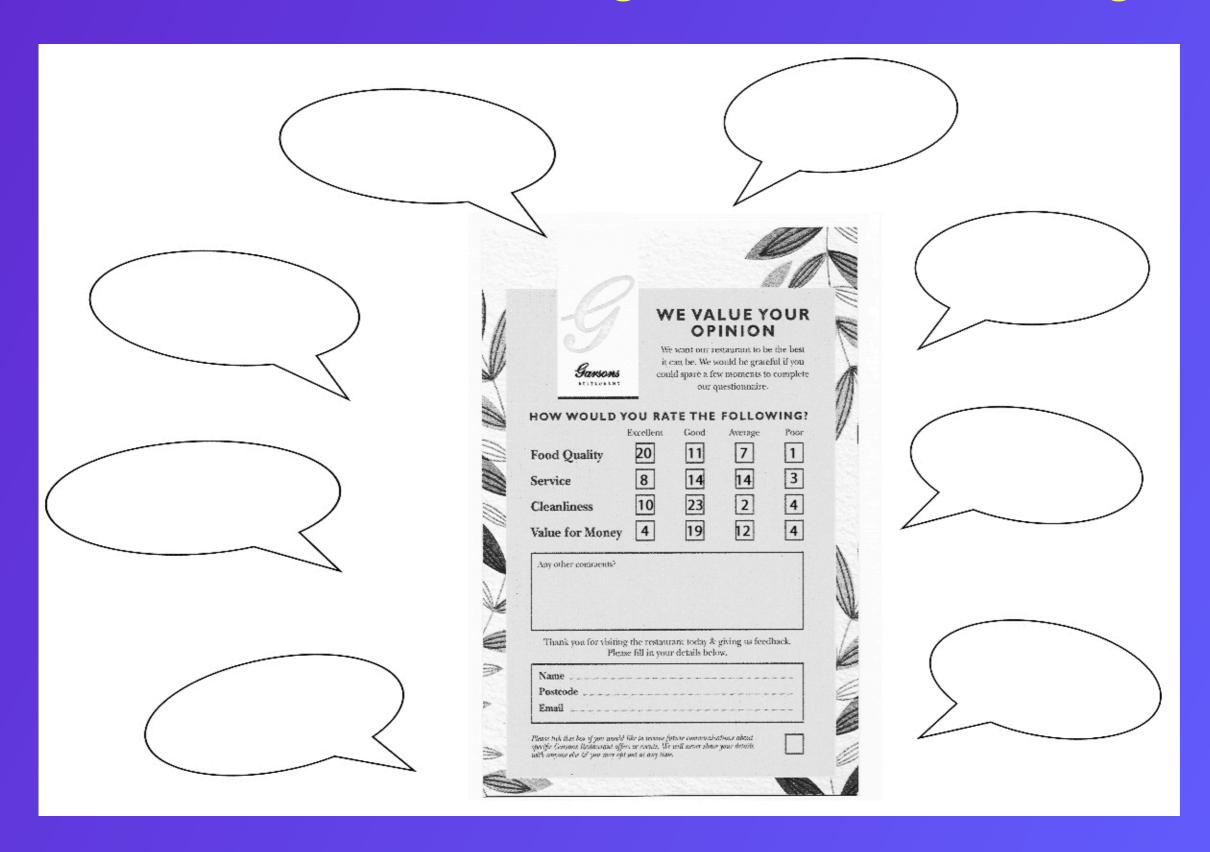
Needs Thinking About

Congratulations

Kitchen Staff

Serving Staff

Cleaning Staff



You must

You should

You could

Because

What does Angela think about the cafe?



Parallels

Management and Client

Teacher and Learners

Involving learners

in the feedback process

Are learners aware of assessment processes?

Are learners involved in selecting and reviewing evidence?

How do you plan and provide feedback?

How do you discuss points of action?

2 stars and a wish

