



Feedback and Comments

Management and Client

Customer A

Your comments

We strive to please our customers with great service and great products, so that you will visit our café every time you shop at our store!

Your comments and ideas are very important to us, so please take the time to tell us what we do well or how we can help make your visit more enjoyable next time. Thank you!

Date: _____

Café: Snackbar

What did you buy on your visit?

☐ BREAKFAST ☒ LUNCH ☐ DINNER ☐ TREAT ☐ DRINK

How would you rate us?

Great Good Fair Poor

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? ☐ YES ☐ NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

It's all too expensive

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.

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

A

Customer B

Your comments

We strive to please our customers with great service and great products, so that you will visit our café every time you shop at our store!

Your comments and ideas are very important to us, so please take the time to tell us what we do well or how we can help make your visit more enjoyable next time. Thank you!

Date: Monday

Café: Snackbar

What did you buy on your visit?

☐ BREAKFAST ☒ LUNCH ☐ DINNER ☐ TREAT ☐ DRINK

How would you rate us?

Great Good Fair Poor

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? ☐ YES ☒ NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

Not enough choice!

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.

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

C

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

No sausage and
chips!!
Ridiculous!

B

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

B

That was a
perfect lunch

D

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

B

Customer C

Your comments

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Date: _____

Café: Snackbar

What did you buy on your visit?

☐ BREAKFAST ☒ LUNCH ☐ DINNER ☐ TREAT ☐ DRINK

How would you rate us?

Great Good Fair Poor

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? ☐ YES ☒ NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

Too SLOW!

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.

Customer D

Your comments

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Your comments and ideas are very important to us, so please take the time to tell us what we do well or how we can help make your visit more enjoyable next time. Thank you!

Date: Monday September 1st

Café: Snackbar

What did you buy on your visit?

☐ BREAKFAST ☒ LUNCH ☐ DINNER ☐ TREAT ☐ DRINK

How would you rate us?

Great Good Fair Poor

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? ☐ YES ☐ NO

Is there anything else you would like to tell us that would have made your visit more enjoyable?

Thank you! I enjoyed everything!

Thank you for taking the time to fill in this feedback form. Please put this form in the box provided or hand it to a colleague; your comments make a difference.





Customer 1



Customer 2



Customer 3



Customer 4



Customer 5





Garsons
RESTAURANT

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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments?

Thank you for visiting the restaurant today & giving us feedback.
Please fill in your details below.

Name

Postcode

Email

Please tick this box if you would like to receive future communications about specific Garsons Restaurant offers or events. We will never share your details with anyone else & you may opt out at any time.

☐



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	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments?

Thank you for visiting the restaurant today & giving us feedback.
Please fill in your details below.

Name _____
Postcode _____
Email _____

Please tick this box if you would like to receive future communications about specific Garsons Restaurant offers or events. We will never share your details with anyone else & you may opt out at any time.

☐



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
<i>Action</i>				

Immediate Action

Needs Thinking About

Congratulations

Kitchen Staff

Serving Staff

Cleaning Staff

The feedback form is titled "Gansons RESTAURANT" and "WE VALUE YOUR OPINION". It includes a rating table for Food Quality, Service, Cleanliness, and Value for Money. Below the table is a section for "Any other comments?" and a "Thank you" message. At the bottom, there are fields for Name, Postcode, and Email, and a checkbox for future communications.

	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

Any other comments?

Thank you for visiting the restaurant today & giving us feedback.
Please fill in your details below.

Name _____
Postcode _____
Email _____

Please tick this box if you would like to receive future communications about special Gansons Restaurant offers or events. We will never share your details with anyone else & you may opt out at any time. ☐

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



