

How do you rate our services?



Dear Sir / Madam,

Thank you for choosing Kiwi Cuisine as caterer for your recent function. As we are constantly seeking to improve the service that we offer, we would appreciate a few minutes of your time to complete the following questionnaire.



Customer name _____

Event date _____

What type of catering did we provide? _____

DIY Event

Serviced event

About Kiwi Cuisine

What is the main 2 reasons that you choose Kiwi Cuisine?

1) _____

2) _____

How would you rate the following?

How was your enquiry / booking handled? (Excellent) 1 2 3 4 5 (poor)

How was your confirmation handled? (Excellent) 1 2 3 4 5 (poor)

Were you notified when your booking form & deposit were received? Y N

Comments? _____

How could we improve? _____

About your event

Meal Time	(on time)	1	2	3	4	5 (late)
Overall impression	(Excellent)	1	2	3	4	5 (poor)
Overall value for money	(Excellent)	1	2	3	4	5 (poor)
*Staff presentation	(Excellent)	1	2	3	4	5 (poor)
*Staff professionalism	(Excellent)	1	2	3	4	5 (poor)
*Staff attitude / flexibility	(Excellent)	1	2	3	4	5 (poor)
*Standard of service	(Excellent)	1	2	3	4	5 (poor)
*Quality of equipment	(Excellent)	1	2	3	4	5 (poor)
*Quality of crockery etc	(Excellent)	1	2	3	4	5 (poor)
*Number of staff	(Enough)	1	2	3	4	5 (not enough)
Comments						

How could we improve? _____

About our Food

Meat Quality	(Excellent)	1	2	3	4	5 (poor)
Meat Quantity	(Excellent)	1	2	3	4	5 (poor)
Salad Quality	(Excellent)	1	2	3	4	5 (poor)
Salad Quantity	(Excellent)	1	2	3	4	5 (poor)
Finger foods quality	(Excellent)	1	2	3	4	5 (poor)
Finger foods quantity	(Excellent)	1	2	3	4	5 (poor)
Dessert quality	(Excellent)	1	2	3	4	5 (poor)
Dessert quantity	(Excellent)	1	2	3	4	5 (poor)
Presentation of foods	(Excellent)	1	2	3	4	5 (poor)
Hot Food temperature	(Piping hot)	1	2	3	4	5 (too cold)
Comments						

Comments _____

How could we improve? _____

Would you recommend Kiwi Cuisine? yes

no - why not _____

Would you use Kiwi Cuisine again? yes

no - why not _____

Any Other Comments: _____

Thank you for taking the time to complete our survey – we value your opinion

Please send completed form to

Kiwi Cuisine P.O Box 26060 North Avon Chch

Or Fax to 386 2563