



MEMORANDUM

To: Leon Skornicki, SBA President; Sam Arora, SBA Vice-President (Day); Kevin Colquitt, SBA Vice-President (Evening); Lew Jan Olowski, Chairman, Food and Fitness Committee
CC: SBA Food and Fitness Committee Membership.
From: Will Drake, SBA Delegate
Re: SBA GULC Spring 2008 Dining Survey – Results Memo
Date: April 17, 2008

On April 16 and 17, 2008 the GULC Student Bar Association conducted a survey of students regarding their opinions on dining at the Law Center. Over 340 respondents took part in the survey, all via the website “Survey Monkey.”

Results of the survey were overwhelmingly negative. With few exceptions, students are unhappy with the service, selection and value of dining at the law center.

However, there is good news. Many of the concerns voiced by students are fixable. Keeping food well-stocked and fresh would solve many complaints. Improving the attitudes of McDonough Cafeteria food service staff would also improve many students’ opinions of the service they receive.

Other challenges will be more difficult. Students request lower prices or higher quality food. Students also want more healthy, vegan and vegetarian options.

While students are clearly displeased with dining at the law center, there is room for improvement – improvement that can come from simple fixes and improved management.

Question 1: How do you rate the customer service at McDonough Cafeteria?

More than half (58.3%) of respondents rate the customer service at McDonough Cafeteria as Fair or Poor.

Top concerns include:

Poor attitude of staff, particularly the sandwich line chefs. General slowness of staff. Being charged different amounts for the same food.

Positive comments include:

Near universal praise for the cashiers, particularly Lydia. Praise for the Expo stir fry chef and the pizza chef.

Question 2: How would you rate the customer service at Courtside?

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Customer service at Courtside is rated much higher than that at McDonough Cafeteria with nearly half of respondents giving an Excellent or Good rating.

Top concerns include:

Slowness of staff. 26% of respondents who commented on this question remarked specifically on the slowness of service.

Positive comments include:

Courtside staff are viewed as much more polite, friendly, eager to help than McDonough. Some commenters say they only eat at Courtside due to the disparity in service. Karen at the coffee bar is especially appreciated.

Question 3: How would you rate the value at McDonough Cafeteria and Courtside?

Fully 82.5% of respondents rate the value at McDonough and Courtside as fair or poor. Price v. value is the number one complaint of students.

Top concerns include:

Price overall. \$.10 surcharge for tap water is very unpopular. The sandwiches at McDonough are also viewed as very expensive. Students are overwhelmingly unhappy with the value of the food they are presented with.

Positive comments include:

Many respondents mention the soup as a good value as well as the fruit and yogurt parfaits (while also noting that both of those items are frequently not stocked).

Question 4: How would you rate the selection of food just at McDonough Cafeteria?

More than 65% of respondents rate selection at McDonough as fair or poor.

Top concerns include:

A near universal complaint about stocking. Items run out and are not restocked. The beverage cooler is not restocked. Favorite items are not consistently available (parfaits, bagels, soup.) Students are very unhappy with selection before closing. Many evening students complain that the salad bar is in a poor state by 6:45pm and that most if not all of the hot food lines are shutting down. Students feel like there is a short window from 6:45-7:00pm in which they have a break to get food and the cafeteria is not set up to serve them because it begins closing too early.

Positive comments include:

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Praise for the kosher items and the stir-fry as well as the tomato/mozzerella sandwich, the parfaits and the pizza. And of course, Taco Tuesday.

Question 5: How would you rate the selection of food just at Courtside?

Courtside fairs better on selection than McDonough, but even still over 50% of respondents rate the selection as fair or poor.

Top Concerns include:

A desire for more healthy options at Courtside as well as more variety generally.

Positive comments include:

Praise for the sandwiches and chicken fingers as well as beverage selection.

Question 6: How would you rate your experiences at the Courtside Convenience Store?

Fully 62.7% of respondents do not shop at the Courtside Convenience store. Among the remaining third of respondents 20% rate it good or excellent. and 17% rate it fair or poor.

Top Concerns include:

A desire for more variety and more fresh products. Bread and larger quantities of milk are requested.

Positive comments include:

Near universal praise of the staff. The woman who works there is well-liked by respondents.

Question 7: What is your favorite food item(s) at McDonough Cafeteria or Courtside?

Over 340 responses. See Appendix A.

Question 8: If you could change something about the food service on campus, what would it be?

Over 340 responses. See Appendix B.