

2019

ANALYSIS RESULTS

Survey of the catering
facilities at
Litmus School

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Foreword

Litmus has been engaged by Litmus School undertake a Customer Insight survey across the catering services

This analysis will not only present an assessment of the current service being delivered to current staff and students, but will also permit investigation of eating habits and opinion to drive future service development.

The methodology behind the initial sections of the analysis consisted of rating 'importance' and 'satisfaction' on a scale of 1 to 10 against service categories and further statements for additional information. The purpose was to allow the generation of 'satisfaction gaps' to highlight where the delivery within service categories diverged from the expectation of consumers in a quantifiable manner.

Canvassing

Breakdown of Respondents

Gender	No.	%
Male	452	38.7%
Female	700	59.9%
Other	3	0.3%
Prefer not to say	13	1.1%

Role	No.	%
Students	812	56.8%
Staff	356	12.8%

Age Range	No.	%
Year 7	272	23.3%
Year 8	192	16.4%
Year 9	183	15.7%
Year 10	235	20.1%
Year 11	286	24.5%

Origin	No.	%
UK	826	70.7%
Europe	132	11.3%
Asia	133	11.4%
Americas	45	3.9%
Africa	32	2.7%



Summary of Results

In total, there were 1,275 respondents to the Consumer Insight survey for the Litmus School. Of these, 107 responded as "Non-Users." Given the population of the School and the responses that have been gathered, we can calculate that the sample size is sufficient to gain a 95% confidence level, with a 2.5% margin of error, at a response rate of approximately 14.2% - a good level of response. The main findings of the survey are as follows:

Overall

- Overall satisfaction index for Litmus School has been calculated at 72.3%
- It is above the Median Benchmark of 56.1% and above the Mean average mark set at 57.5% for Secondary School sites in our data set.
- The largest satisfaction gaps identified were for "The management/flow of queues," "The consistency of the quality of food (from day to day, week to week)" and "The quality and freshness of the ingredients used" at 2.8, 2.6 and 2.1 respectively. These areas were ranked 4th, 3rd and 2nd for importance.
- There were six areas that had a satisfaction index greater than its importance – i.e. a negative gap
- The top most important statements were "The standards of hygiene and cleanliness," "The quality and freshness of the ingredients used", "The consistency of the quality of food (from day to day, week to week)"

Eating Habits

- 63.9% of users usually bring food from home for lunch
- Most users use the facilities twice a week at 36.4%

Service Development

- All user respondents were asked the question "What styles of cuisine would you like to see more of?" the top three were:
 - Healthy options – 548 (24.4%), Vegetarian/vegan - 542 (24.1%) and Italian – 344 (15.3%)

Non-Users

- The top 3 reasons, as a percentage of respondents, for the community not using the facilities were:
 - Food quality – 20.9%, Dietary reasons - 20.2% and Price – 16.6%
- The majority of non-users tend to bring in food from home. "Skip it" had one more response than "buy from an external retailer"
- Non-users were also asked what styles of cuisine they would like to see more of, the top 3 are:
 - Traditional food – 56 (27.5%), Greek – 43 (21.1%) and None of the above – 35 (17.2%)

Overall Satisfaction

It is possible to derive an 'Overall Satisfaction Index' for the service as a whole as a weighted average of the satisfaction scores based upon their relative importance to the consumer.

The 'Overall Satisfaction Index' for the foodservice at Litmus School is currently 72.3%

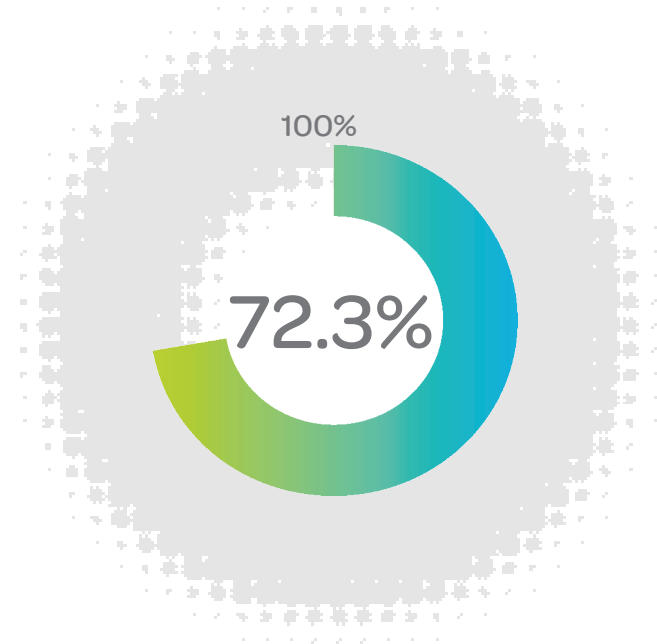
When benchmarking the index against those historically recorded by Litmus in the Secondary School sector, the Overall satisfaction index of 72.3% lies above the 'Median' index of 56.1%.

In order to improve the overall satisfaction levels, it is important to focus on improving individual aspects of the service.

For the purpose of prioritising areas for attention, a relative comparison between the importance consumers place upon a category of the service, and their current satisfaction with the way it is being delivered, must be made. This figure, known as the 'Satisfaction Gap', is derived from the difference between mean importance and mean satisfaction.

For example, 'The standards of hygiene and cleanliness' is the most important service aspect with a mean importance value of 9.8. The importance ranking may create a tendency to focus on this service category for particular attention. However, the relative satisfaction with this category is 8.8 - a 'satisfaction gap' of only 1.0 (9.8 – 8.8). This is in fact only the 6th highest satisfaction gap recorded and indicates that there are five other areas that are further from meeting consumer expectations. Other service areas with lower importance ranking should therefore be identified via their satisfaction gaps and receive priority for improvement.

'Satisfaction Gaps' arising from this survey are depicted overleaf, in Figures 1.1 & 1.2



Benchmark Satisfaction Index			
Low	Median	Mean	High
42.8%	56.1%	57.5%	73.8%

Overall Results: Litmus School

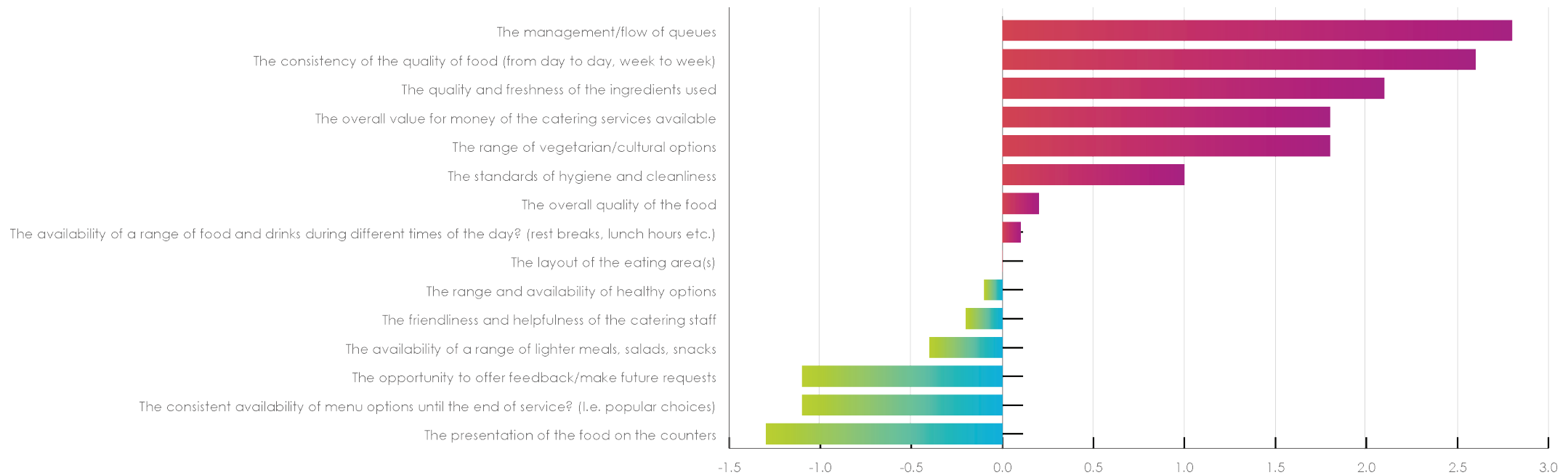
Table 1.1 - Table showing the gap between Mean Importance and Mean Satisfaction for each service category

Q No.	Question	Gap	Importance Rank
Q10	The management/flow of queues	2.8	4th
Q02	The consistency of the quality of food (from day to day, week to week)	2.6	3rd
Q03	The quality and freshness of the ingredients used	2.1	2nd
Q14	The overall value for money of the catering services available	1.8	5th
Q06	The range of vegetarian/cultural options	1.8	8th
Q15	The standards of hygiene and cleanliness	1.0	1st
Q01	The overall quality of the food	0.2	6th
Q08	The availability of a range of food and drinks during different times of the day? (rest breaks, lunch hours etc.)	0.1	14th
Q11	The layout of the eating area(s)	0.0	11th
Q07	The availability of a range of lighter meals, salads, snacks	-0.4	9th
Q12	The friendliness and helpfulness of the catering staff	-0.2	7th
Q05	The range and availability of healthy options	-0.1	10th
Q13	The opportunity to offer feedback/make future requests	-1.1	15th
Q09	The presentation of the food on the counters	-1.3	12th
Q04	The consistent availability of menu options until the end of service? (i.e. popular choices)	-1.1	13th

Overall Results: Litmus School

Figure 1.2 - Graph showing the difference between Mean Importance and Mean Satisfaction for each service category

"The Satisfaction Gap"



Overall Results: Litmus School

Table 1.2 - Table Showing Mean Importance against Mean Satisfaction for each service category, in order of Importance

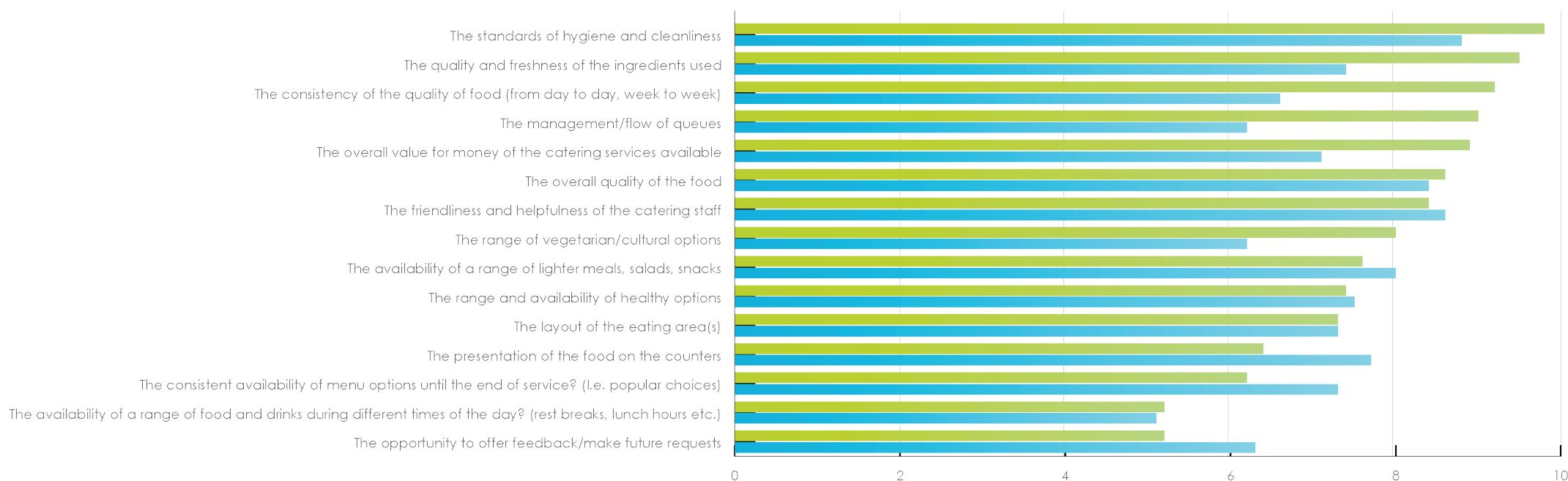
Q No.	Question	(C1) Importance	(C2) Satisfaction
		Mean	Mean
Q15	The standards of hygiene and cleanliness	9.8	8.8
Q03	The quality and freshness of the ingredients used	9.5	7.4
Q02	The consistency of the quality of food (from day to day, week to week)	9.2	6.6
Q10	The management/flow of queues	9.0	6.2
Q14	The overall value for money of the catering services available	8.9	7.1
Q01	The overall quality of the food	8.6	8.4
Q12	The friendliness and helpfulness of the catering staff	8.4	8.6
Q06	The range of vegetarian/cultural options	8.0	6.2
Q07	The availability of a range of lighter meals, salads, snacks	7.6	8.0
Q05	The range and availability of healthy options	7.4	7.5
Q11	The layout of the eating area(s)	7.3	7.3
Q09	The presentation of the food on the counters	6.4	7.7
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	6.2	7.3
Q08	The availability of a range of food and drinks during different times of the day? (rest breaks, lunch hours etc.)	5.2	5.1
Q13	The opportunity to offer feedback/make future requests	5.2	6.3

Overall Results: Litmus School

Figure 1.3 - Graph showing Mean Importance for each service category against Mean Satisfaction

A visual representation of the previous table

Importance Satisfaction



Sub-analysis by Demographical Criteria

The results depicted in the previous section generate an overall view of the opinions of the population as a whole. It is useful to further analyse returns using the demographical information collected during the survey. This allows us to interpret trends within certain demographical sectors of the Litmus School population to ensure that a balanced service is being delivered to all consumer groups.

The demographical data captured were:

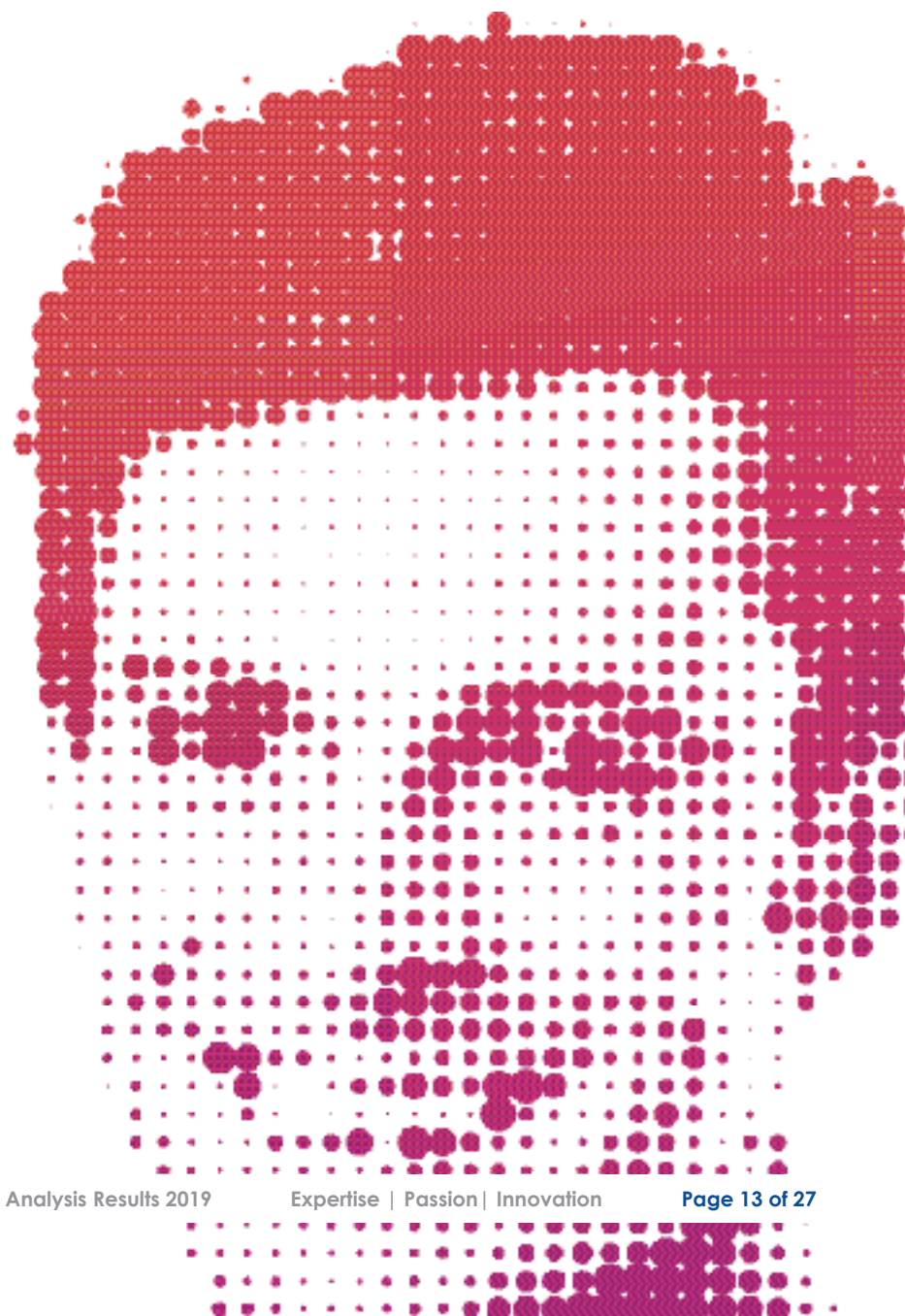
- Role
- Gender
- Year group
- Origin

The mean importance and mean satisfaction values recorded for all statements are presented in tabular form. The three highest 'Satisfaction Gaps' for each subset of the demographic group are highlighted in **red**, allowing an ease of comparison between groups. Conversely the three lowest satisfaction gaps for each subset are highlighted in **green**.

In the event of tied values more than three gaps may be highlighted.

In the instance that no analysis is possible for a particular service category due to no answers being recorded the field will be left blank.

It is also possible to generate an 'Overall Satisfaction Score' for each subset, which is presented at the foot of each table, along with the number of respondents for each demographic.



Overall Results: Litmus School

Table 3.1 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Role'

Q No.	Question	Student			Staff		
		Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	7.2	5.8	1.4	6.6	6.3	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	7.9	6.6	1.3	8.1	7.1	1.0
Q03	The quality and freshness of the ingredients used	9.0	7.0	2.0	8.7	6.4	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.3	7.3	1.0	8.2	6.6	1.6
Q05	The range and availability of healthy options	9.7	7.6	2.1	9.6	8.6	1.0
Q06	The range of vegetarian/cultural options	9.5	7.3	2.2	9.5	7.9	1.6
Q07	The availability of a range of lighter meals, salads, snacks	9.3	7.1	2.2	9.5	8.3	1.2
Q08	The availability of a range of food and drinks during different times of the day?	8.8	6.8	2.0	9.0	7.4	1.6
Q09	The presentation of the food on the counters	6.3	6.4	-0.1	6.0	6.3	-0.3
Q10	The management/flow of queues	9.4	8.5	0.9	9.8	9.2	0.6
Q11	The layout of the eating area(s)	8.6	6.6	2.0	8.8	7.9	0.9
Q12	The friendliness and helpfulness of the catering staff	8.9	7.3	1.6	9.1	8.1	1.0
Q13	The opportunity to offer feedback/make future requests	9.2	8.2	1.0	9.6	9.3	0.3
Q14	The overall value for money of the catering services available	7.9	6.6	1.3	7.7	7.3	0.4
Q15	The standards of hygiene and cleanliness	7.4	7.4	0.0	7.7	7.1	0.6
Satisfaction index		70.5%			74.9%		

Overall Results: Litmus School

Table 3.2 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Gender'

Q No.	Question	Male			Female		
		Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	7.2	5.8	1.4	6.6	6.3	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	7.9	6.6	1.3	8.1	7.1	1.0
Q03	The quality and freshness of the ingredients used	9.0	7.0	2.0	8.7	6.4	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.3	7.3	1.0	8.2	6.6	1.6
Q05	The range and availability of healthy options	9.7	7.6	2.1	9.6	8.6	1.0
Q06	The range of vegetarian/cultural options	9.5	7.3	2.2	9.5	7.9	1.6
Q07	The availability of a range of lighter meals, salads, snacks	9.3	7.1	2.2	9.5	8.3	1.2
Q08	The availability of a range of food and drinks during different times of the day?	8.8	6.8	2.0	9.0	7.4	1.6
Q09	The presentation of the food on the counters	6.3	6.4	-0.1	6.0	6.3	-0.3
Q10	The management/flow of queues	9.4	8.5	0.9	9.8	9.2	0.6
Q11	The layout of the eating area(s)	8.6	6.6	2.0	8.8	7.9	0.9
Q12	The friendliness and helpfulness of the catering staff	8.9	7.3	1.6	9.1	8.1	1.0
Q13	The opportunity to offer feedback/make future requests	9.2	8.2	1.0	9.6	9.3	0.3
Q14	The overall value for money of the catering services available	7.9	6.6	1.3	7.7	7.3	0.4
Q15	The standards of hygiene and cleanliness	7.4	7.4	0.0	7.7	7.1	0.6
Satisfaction index		70.5%			74.9%		

Overall Results: Litmus School

Table 3.2 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Gender'

Q No.	Question	Other			Prefer not to say		
		Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	6.6	6.3	0.3	6.0	5.7	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	8.1	7.1	1.0	6.8	6.7	0.1
Q03	The quality and freshness of the ingredients used	8.7	6.4	2.3	8.3	6.0	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.2	6.6	1.6	8.2	6.2	2.0
Q05	The range and availability of healthy options	9.6	8.6	1.0	9.5	8.8	0.7
Q06	The range of vegetarian/cultural options	9.5	7.9	1.6	9.2	7.8	1.4
Q07	The availability of a range of lighter meals, salads, snacks	9.5	8.3	1.2	9.2	8.3	0.9
Q08	The availability of a range of food and drinks during different times of the day?	9.0	7.4	1.6	8.8	7.2	1.6
Q09	The presentation of the food on the counters	6.0	6.3	-0.3	5.8	6.7	-0.9
Q10	The management/flow of queues	9.8	9.2	0.6	9.5	8.8	0.7
Q11	The layout of the eating area(s)	8.8	7.9	0.9	9.3	7.2	2.1
Q12	The friendliness and helpfulness of the catering staff	9.1	8.1	1.0	9.3	8.7	0.6
Q13	The opportunity to offer feedback/make future requests	9.6	9.3	0.3	9.8	10.0	-0.2
Q14	The overall value for money of the catering services available	7.7	7.3	0.4	7.5	8.2	-0.7
Q15	The standards of hygiene and cleanliness	7.7	7.1	0.6	5.8	5.5	0.3
Satisfaction index		74.9%			73.4%		

Overall Results: Litmus School

Table 3.1 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Year Group'

Q No.	Question	Year 7			Year 8			Year 9		
		Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	7.2	5.8	1.4	6.6	6.3	0.3	6.0	5.7	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	7.9	6.6	1.3	8.1	7.1	1.0	6.8	6.7	0.1
Q03	The quality and freshness of the ingredients used	9.0	7.0	2.0	8.7	6.4	2.3	8.3	6.0	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.3	7.3	1.0	8.2	6.6	1.6	8.2	6.2	2.0
Q05	The range and availability of healthy options	9.7	7.6	2.1	9.6	8.6	1.0	9.5	8.8	0.7
Q06	The range of vegetarian/cultural options	9.5	7.3	2.2	9.5	7.9	1.6	9.2	7.8	1.4
Q07	The availability of a range of lighter meals, salads, snacks	9.3	7.1	2.2	9.5	8.3	1.2	9.2	8.3	0.9
Q08	The availability of a range of food and drinks during different times of the day?	8.8	6.8	2.0	9.0	7.4	1.6	8.8	7.2	1.6
Q09	The presentation of the food on the counters	6.3	6.4	-0.1	6.0	6.3	-0.3	5.8	6.7	-0.9
Q10	The management/flow of queues	9.4	8.5	0.9	9.8	9.2	0.6	9.5	8.8	0.7
Q11	The layout of the eating area(s)	8.6	6.6	2.0	8.8	7.9	0.9	9.3	7.2	2.1
Q12	The friendliness and helpfulness of the catering staff	8.9	7.3	1.6	9.1	8.1	1.0	9.3	8.7	0.6
Q13	The opportunity to offer feedback/make future requests	9.2	8.2	1.0	9.6	9.3	0.3	9.8	10.0	-0.2
Q14	The overall value for money of the catering services available	7.9	6.6	1.3	7.7	7.3	0.4	7.5	8.2	-0.7
Q15	The standards of hygiene and cleanliness	7.4	7.4	0.0	7.7	7.1	0.6	5.8	5.5	0.3
Satisfaction index		70.5%			74.9%			73.4%		

Overall Results: Litmus School

Table 3.2 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Year Group'

Q No.	Question	Year 10			Year 11		
		Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	7.2	5.8	1.4	6.6	6.3	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	7.9	6.6	1.3	8.1	7.1	1.0
Q03	The quality and freshness of the ingredients used	9.0	7.0	2.0	8.7	6.4	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.3	7.3	1.0	8.2	6.6	1.6
Q05	The range and availability of healthy options	9.7	7.6	2.1	9.6	8.6	1.0
Q06	The range of vegetarian/cultural options	9.5	7.3	2.2	9.5	7.9	1.6
Q07	The availability of a range of lighter meals, salads, snacks	9.3	7.1	2.2	9.5	8.3	1.2
Q08	The availability of a range of food and drinks during different times of the day?	8.8	6.8	2.0	9.0	7.4	1.6
Q09	The presentation of the food on the counters	6.3	6.4	-0.1	6.0	6.3	-0.3
Q10	The management/flow of queues	9.4	8.5	0.9	9.8	9.2	0.6
Q11	The layout of the eating area(s)	8.6	6.6	2.0	8.8	7.9	0.9
Q12	The friendliness and helpfulness of the catering staff	8.9	7.3	1.6	9.1	8.1	1.0
Q13	The opportunity to offer feedback/make future requests	9.2	8.2	1.0	9.6	9.3	0.3
Q14	The overall value for money of the catering services available	7.9	6.6	1.3	7.7	7.3	0.4
Q15	The standards of hygiene and cleanliness	7.4	7.4	0.0	7.7	7.1	0.6
Satisfaction index		70.5%			74.9%		

Overall Results: Litmus School

Table 3.2 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Origin'

Q No.	Question	UK			Europe			Asia		
		Imp	Sat	Gap	Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	7.2	5.8	1.4	6.6	6.3	0.3	6.0	5.7	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	7.9	6.6	1.3	8.1	7.1	1.0	6.8	6.7	0.1
Q03	The quality and freshness of the ingredients used	9.0	7.0	2.0	8.7	6.4	2.3	8.3	6.0	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.3	7.3	1.0	8.2	6.6	1.6	8.2	6.2	2.0
Q05	The range and availability of healthy options	9.7	7.6	2.1	9.6	8.6	1.0	9.5	8.8	0.7
Q06	The range of vegetarian/cultural options	9.5	7.3	2.2	9.5	7.9	1.6	9.2	7.8	1.4
Q07	The availability of a range of lighter meals, salads, snacks	9.3	7.1	2.2	9.5	8.3	1.2	9.2	8.3	0.9
Q08	The availability of a range of food and drinks during different times of the day?	8.8	6.8	2.0	9.0	7.4	1.6	8.8	7.2	1.6
Q09	The presentation of the food on the counters	6.3	6.4	-0.1	6.0	6.3	-0.3	5.8	6.7	-0.9
Q10	The management/flow of queues	9.4	8.5	0.9	9.8	9.2	0.6	9.5	8.8	0.7
Q11	The layout of the eating area(s)	8.6	6.6	2.0	8.8	7.9	0.9	9.3	7.2	2.1
Q12	The friendliness and helpfulness of the catering staff	8.9	7.3	1.6	9.1	8.1	1.0	9.3	8.7	0.6
Q13	The opportunity to offer feedback/make future requests	9.2	8.2	1.0	9.6	9.3	0.3	9.8	10.0	-0.2
Q14	The overall value for money of the catering services available	7.9	6.6	1.3	7.7	7.3	0.4	7.5	8.2	-0.7
Q15	The standards of hygiene and cleanliness	7.4	7.4	0.0	7.7	7.1	0.6	5.8	5.5	0.3
Satisfaction index		70.5%			74.9%			73.4%		

Overall Results: Litmus School

Table 3.2 - Table showing the Mean Importance and Mean Satisfaction for each service category by 'Origin'

Q No.	Question	Americas			Africa		
		Imp	Sat	Gap	Imp	Sat	Gap
Q01	The overall quality of the food	7.2	5.8	1.4	6.6	6.3	0.3
Q02	The consistency of the quality of food (from day to day, week to week)	7.9	6.6	1.3	8.1	7.1	1.0
Q03	The quality and freshness of the ingredients used	9.0	7.0	2.0	8.7	6.4	2.3
Q04	The consistent availability of menu options until the end of service? (I.e. popular choices)	8.3	7.3	1.0	8.2	6.6	1.6
Q05	The range and availability of healthy options	9.7	7.6	2.1	9.6	8.6	1.0
Q06	The range of vegetarian/cultural options	9.5	7.3	2.2	9.5	7.9	1.6
Q07	The availability of a range of lighter meals, salads, snacks	9.3	7.1	2.2	9.5	8.3	1.2
Q08	The availability of a range of food and drinks during different times of the day?	8.8	6.8	2.0	9.0	7.4	1.6
Q09	The presentation of the food on the counters	6.3	6.4	-0.1	6.0	6.3	-0.3
Q10	The management/flow of queues	9.4	8.5	0.9	9.8	9.2	0.6
Q11	The layout of the eating area(s)	8.6	6.6	2.0	8.8	7.9	0.9
Q12	The friendliness and helpfulness of the catering staff	8.9	7.3	1.6	9.1	8.1	1.0
Q13	The opportunity to offer feedback/make future requests	9.2	8.2	1.0	9.6	9.3	0.3
Q14	The overall value for money of the catering services available	7.9	6.6	1.3	7.7	7.3	0.4
Q15	The standards of hygiene and cleanliness	7.4	7.4	0.0	7.7	7.1	0.6
Satisfaction index		70.5%			74.9%		

Eating Habits: Litmus School

What do you mainly do for lunch when not using the catering facilities?

Answer	Total Users	Percentage
Bring food from home	554	63.9%
Skip it	193	22.3%
Buy from and external retailer	120	13.8%

How many times a week do you use the catering facilities?

Answer	Total Users	Percentage
Less than once a week	89	8.9%
Once a week	162	16.2%
Twice a week	364	36.4%
Three times a week	120	12.0%
Four times a week	186	18.6%
Five or more times a week	79	7.9%

Service Development: Litmus School

What styles of cuisine do you like?



Précis of commonly occurring answers

What is the best thing about your catering facilities?

- Staff/customer service x114
- Quality x68
- Price x66
- Healthy options x63
- Portion sizes x60
- Queuing times x28
- Hygiene and cleanliness x23
- Vegetarian/Vegan x18
- Green and ecological x12
- Opening hours x11
- Layout x6
- Dietary options x3
- Allergen/Nutritional Labelling x2

What is one thing you would change about your catering facilities?

- Menu rotation/Variety x90
- Quality x56
- Price x54
- Portion sizes x60
- Queuing times x21
- Hygiene and cleanliness x18
- Vegetarian/Vegan x18
- Staff/Customer service x16
- Green and ecological x15
- Nothing x7
- Dietary options x5
- Allergen/Nutritional Labelling x3

Canvassing -Non Users

Breakdown of Respondents

Gender	No.	%
Male	38	35.5%
Female	66	61.7%
Other	0	0.0%
Prefer not to say	3	2.8%

Position	No.	%
Students	71	66.4%
Staff	36	33.6%

Age Range	No.	%
Year 7	48	44.9%
Year 8	26	24.3%
Year 9	14	13.1%
Year 10	16	15.0%
Year 11	3	2.8%

Permanent residence district	No.	%
UK	76	71.0%
Europe	12	11.2%
Asia	12	11.2%
Americas	4	3.7%
Africa	3	2.8%

Non User Eating Habits: Litmus School

Why do you not use the catering facilities? - Note: Users were able to select more than one answer

Answer	Total Users	Percentage
Price	27	16.6%
Choice/range	17	10.4%
Food quality	34	20.9%
Dietary reasons	33	20.2%
Convenience	6	3.7%
Ambience	7	4.3%
Speed of service	25	15.3%
Other	14	8.6%

What do you mainly do for lunch?

Answer	Total Users	Percentage
Bring food from home	62	62.6%
Skip it	19	19.2%
Buy from and external retailer	18	18.2%

What styles of cuisine would you like to see more of? - Note: Users were able to select more than one

Answer	Total Users	Percentage
Traditional food	56	27.5%
Asian (Chinese, Thai, etc)	18	8.8%
Italian	28	13.7%
Greek	43	21.1%
Mexican	14	6.9%
Indian	4	2.0%
None of the above	35	17.2%
Other	6	2.9%

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