

3. The quality and taste of my food:		
Exceeded expectation	51.1%	(837)
Met expectation	44.6%	(731)
Did not meet expectation	3.5%	(57)
TOTAL	 99.2%	1638
4. The quantity and portioning of my food:		
Exceeded expectation	52.1%	(853)
Met expectation	44.8%	(734)
Did not meet expectation	2.3%	(37)
TOTAL	 99.1%	1638
5. How would you rate our menu?		
Exceeded expectation	54.5%	(893)
Met expectation	42.1%	(689)
Did not meet expectation	0.9%	(14)
TOTAL	 97.4%	1638
6. My Customer Service Representative's Product and Service Knowledge:		
Exceeded expectation	71.6%	(1173)
Met expectation	25.8%	(423)
Did not meet expectation	1.2%	(19)
TOTAL	 98.6%	1638
7. Did you order online?		
Yes	8.2%	(135)
No	91.0%	(1490)
TOTAL	 99.2%	1638
8. Was your delivery person courteous and polite?		
Yes	66.6%	(1091)
No	0.4%	(6)
I picked up my food	29.5%	(484)
TOTAL	 96.5%	1638
9. Was your order ready for/delivered to you?		
On time	74.4%	(1219)
Early	20.7%	(339)
Late	2.9%	(47)
TOTAL	 98.0%	1638
10. Did you find your experience to be a good value?		
Yes	95.5%	(1564)
No	3.7%	(61)
TOTAL	 99.2%	1638
11. Would you recommend us to others?		
Yes	96.8%	(1585)
No	2.4%	(39)
TOTAL	 99.1%	1638