

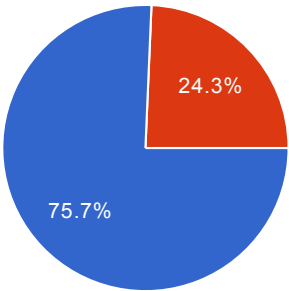
38 responses

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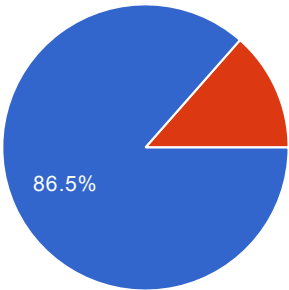
Summary

Is our service easy to access?



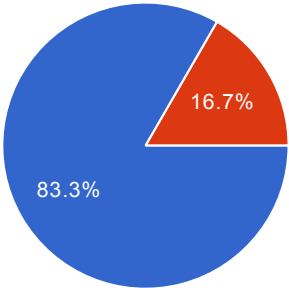
Always	28	75.7%
Often	9	24.3%
Sometime	0	0%
Rarely	0	0%
Never	0	0%

Are your requests completed first time?



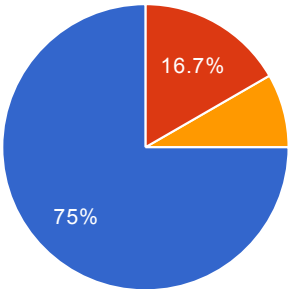
Always	32	86.5%
Often	5	13.5%
Sometimes	0	0%
Rarely	0	0%
Never	0	0%

Are you listened to and understood?



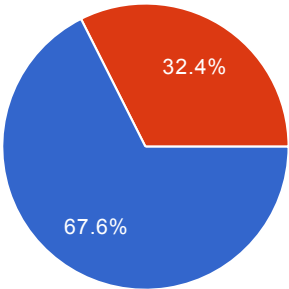
Always	30	83.3%
Often	6	16.7%
Sometimes	0	0%
Rarely	0	0%
Never	0	0%

Are you told what is happening and given a timescale?



Always	27	75%
Often	6	16.7%
Sometimes	3	8.3%
Rarely	0	0%
Never	0	0%

Is our service excellent?



Always	25	67.6%
Often	12	32.4%
Sometimes	0	0%
Rarely	0	0%

Never 0 0%

What suggestions do you have to develop our service?

Still feel that quality and variety of food available at meetings at other schools eg. Cramlington is better. May be worth a look

White meat for the salad bar. Turkey or chicken slices rather than ham.

None. Every time I've ordered food for meetings it has been delivered promptly (even at very short notice). Excellent service, easy to order. Can I request more corned beef pie when you provide food for twilight evenings and parents evenings or training days? Thanks.

Healthier food rather than catering to student demands.

Having more options for staff to buy food at times outside of the break and lunch times, for example when they have a PPA session would be handy.

The food is of poor quality so I never buy anything from the canteen.

Anything I request is completed really efficiently. Staff are friendly, approachable and knowledgeable.

Pricing for hospitality services would be handy

Review the lunchtime layout of the food trolleys to see if we can get an even flow from both queues of students.

The hot need baguettes are great but often there seems to be a shortage of baguettes for them. Friendly staff are always able to advise but there appears to be delays at the till point due to students not having cards with them. It would be great if a bean to cup coffee machine was available which a number of other schools offer. I realise time is important when preparing food etc but it might ease congestion at lunch times if the kitchen service was available e.g. 10 mins early for sixth form.

The quality of the food provided for lunches for external visitors is often not very good. The range of food offered to staff before parent's evenings is repetitive and sometimes not suitable - e.g. curry before having to speak to parents. Sandwiches etc would be more suitable.

I think you do an good job in the facilities you have. Ideally I think a school this size needs its own dedicated kitchen and restaurant. This would allow you to provide an even better service than you already do and also give the pupils a better place to sit, meet and eat at break and lunch times. Would you consider stocking a small amount of gluten-free food that could be made on request eg bread for sandwiches, pizzas to heat up, pasta that a gluten-free sauce could be added to, cakes or biscuits?

When I have ordered food for events after school the service has been very reliable and visitors have commented how good the selection and quality of food was.

Keep up the good work

Number of daily responses

