

Daily Summary

Survey Title: 21504

Run Date: 05/15/2004

Ranges and Filters

Dates: 05/14/2004 - 05/14/2004

Time: 10:00 AM - 11:59 PM

Totals By: Calendar days

Locations: The Buffet

Server Id: ALL

- Questions:**
1. Please take a moment to evaluate today's dining experience.
 2. Are you a member of our Grand Rewards Players Club?
 4. Rate your Overall Satisfaction with your Buffet visit.
 5. Upon arrival to the Buffet host stand, you were greeted in
 6. Upon being seated, your Server greeted you in
 7. Is this your first time dining here?
 8. Did your Server describe the layout of the Buffet?
 9. Did your Server describe some of the Buffet entrees?
 10. Was your beverage constantly refilled?
 11. Were your plates cleared in a timely fashion?
 12. Were you offered coffee with your dessert?
 13. Were you satisfied with the Overall Quality of Food?
 14. Your dissatisfaction with the food was primarily due to:
 15. Please rate the Overall Quality of your Food.
 16. Did a Manager visit with your table or a table near yours?
 17. My Server offered a pleasant closing at the end of my visit?
 18. Were you satisfied with the Overall Quality of Service?
 19. Your dissatisfaction with the service was primarily due to:
 20. Rate the Overall Service provided by the Buffet staff.

Daily Summary

Questions / Responses	Response Type
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1 Please take a moment to evaluate today's dining experience. Yes/No

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Yes	142	74.35%	927	70.39%	7038	81.43%

2 Are you a member of our Grand Rewards Players Club? Yes/No

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Yes	93	65.49%	649	70.01%	4952	70.36%

4 Rate your Overall Satisfaction with your Buffet visit. Rating 1 - 4

Response	Current		MTD		YTD		
	Count	Percent	Count	Percent	Count	Percent	
Best	63	44.37%	332	35.81%	2868	40.75%	
Good	71	50.00%	496	53.51%	3523	50.06%	
Fair	4	2.82%	77	8.31%	451	6.41%	
Poor	1	0.70%	7	0.76%	76	1.08%	
Skipped	3	2.11%	15	1.62%	120	1.71%	
<i>Totals / Scores:</i>		142	Score=3.41 / 4	927	Score=3.26 / 4	7038	Score=3.33 / 4

5 Upon arrival to the Buffet host stand, you were greeted in Choice

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Under 10 secs.,	82	57.75%	466	50.27%	3750	53.28%
10 secs.-3 mins.,	42	29.58%	305	32.90%	2206	31.34%
More than 3 mins.	13	9.15%	137	14.78%	917	13.03%
Skipped	5	3.52%	19	2.05%	165	2.34%
<i>Totals / Scores:</i>		142		927		7038

Daily Summary

Questions / Responses

Response Type

6 Upon being seated, your Server greeted you in

Choice

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Under 2 mins.,	123	86.62%	739	79.72%	5646	80.22%
2 to 5 mins.,	15	10.56%	153	16.50%	1077	15.30%
5 to 10 mins.	3	2.11%	25	2.70%	187	2.66%
Skipped	1	0.70%	10	1.08%	128	1.82%
<i>Totals / Scores:</i>	142		927		7038	

7 Is this your first time dining here?

Yes/No

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Yes	22	15.49%	132	14.24%	1345	19.11%
No	120	84.51%	795	85.76%	5693	80.89%
<i>Totals / Scores:</i>	142		927		7038	

8 Did your Server describe the layout of the Buffet?

Yes/No

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Yes	19	86.36%	77	58.33%	927	68.92%

9 Did your Server describe some of the Buffet entrees?

Yes/No

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Yes	57	40.14%	282	30.42%	2421	34.40%

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Questions / Responses	Response Type
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10 Was your beverage constantly refilled? Yes/No

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Yes	127	89.44%	820	88.46%	6352	90.25%

11 Were your plates cleared in a timely fashion? Yes/No

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Yes	142	100.00%	900	97.09%	6818	96.87%

12 Were you offered coffee with your dessert? Yes/No

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Yes	97	68.31%	604	65.16%	4794	68.12%

13 Were you satisfied with the Overall Quality of Food? Yes/No

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Yes	137	96.48%	866	93.42%	6665	94.70%
No	5	3.52%	61	6.58%	373	5.30%
<i>Totals / Scores:</i>	142		927		7038	

14 Your dissatisfaction with the food was primarily due to: Choice

Response	Current		MTD		YTD	
	Count	Percent	Count	Percent	Count	Percent
Temperature,	1	20.00%	15	24.59%	98	26.27%
Freshness,	2	40.00%	11	18.03%	61	16.35%
Appearance,	0	0.00%	6	9.84%	35	9.38%
Taste	2	40.00%	28	45.90%	170	45.58%
Skipped	0	0.00%	1	1.64%	9	2.41%
<i>Totals / Scores:</i>	5		61		373	

Daily Summary

Questions / Responses

Response Type

15 Please rate the Overall Quality of your Food.

Rating 1 - 4

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>		
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	
Best	57	40.14%	291	31.39%	2545	36.16%	
Good	79	55.63%	549	59.22%	3893	55.31%	
Fair	4	2.82%	79	8.52%	517	7.35%	
Poor	2	1.41%	8	0.86%	73	1.04%	
Skipped	0	0.00%	0	0.00%	10	0.14%	
<i>Totals / Scores:</i>		142	<i>Score=3.35 / 4</i>	927	<i>Score=3.21 / 4</i>	7038	<i>Score=3.27 / 4</i>

16 Did a Manager visit with your table or a table near yours?

Yes/No

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Yes	42	29.58%	142	15.32%	1233	17.52%

17 My Server offered a pleasant closing at the end of my visit?

Yes/No

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Yes	133	93.66%	846	91.26%	6464	91.84%

18 Were you satisfied with the Overall Quality of Service?

Yes/No

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Yes	140	98.59%	899	96.98%	6865	97.54%
No	2	1.41%	28	3.02%	173	2.46%
<i>Totals / Scores:</i>		142		927		7038

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Questions / Responses	Response Type
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19 Your dissatisfaction with the service was primarily due to: Choice

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Promptness,	0	0.00%	9	32.14%	53	30.64%
Attentiveness,	1	50.00%	11	39.29%	66	38.15%
Friendliness,	1	50.00%	5	17.86%	29	16.76%
Knowledge	0	0.00%	3	10.71%	18	10.40%
Skipped	0	0.00%	0	0.00%	7	4.05%
<i>Totals / Scores:</i>	2		28		173	

20 Rate the Overall Service provided by the Buffet staff. Rating 1 - 4

<i>Response</i>	<i>Current</i>		<i>MTD</i>		<i>YTD</i>	
	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>	<i>Count</i>	<i>Percent</i>
Best	71	50.00%	371	40.02%	3063	43.52%
Good	64	45.07%	494	53.29%	3569	50.71%
Fair	3	2.11%	48	5.18%	308	4.38%
Poor	2	1.41%	8	0.86%	61	0.87%
Skipped	2	1.41%	6	0.65%	37	0.53%
<i>Totals / Scores:</i>	142	<i>Score=3.46 / 4</i>	927	<i>Score=3.33 / 4</i>	7038	<i>Score=3.38 / 4</i>