

You Said, We Did

Herriots & Café/Bistro Customer Satisfaction Survey Results

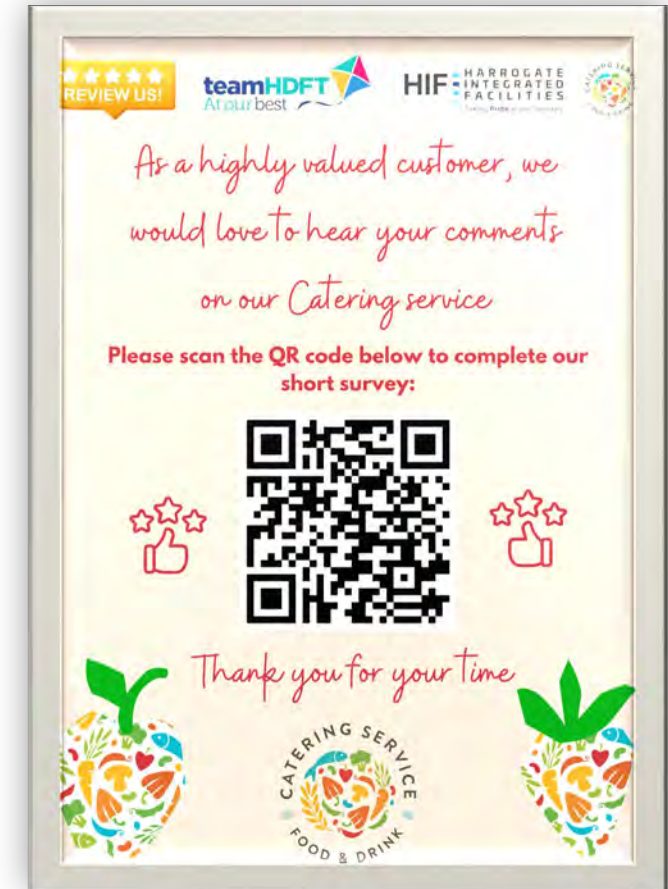


our Customer Satisfaction Survey

Following the refurbishment of Herriots Restaurant and Lounge, we have been endeavouring to enhance our catering service.

To assist with this, we opened a Customer Satisfaction Survey on 30 January 2023, which has since provided valuable feedback from our valued patrons.

Thank you for all of your comments!



You Said:

More vegan and vegetarian options please!

We Did:

We have introduced new menus, including a revised salad bar, freshly made sandwiches with vegan, vegetarian and gluten free options and a brand new smoothie bar.

We will review and assess the suitability of our menus on a continuous basis, with the aim of being more inclusive to meet all dietary requirements.



You Said:

The staff do not seem to have a good understanding of allergens.

We Did:

All new and existing colleagues undergo extensive training, repeated on a regular basis throughout their employment.

We are also ensuring that a management level colleague is always available, should any queries arise.



You Said:

The prices have changed and I am not sure I am being charged correctly.

We Did:

Our pricing structure has been reviewed and will continue to be reviewed regularly.

Should you feel an error has occurred, please speak to a Catering Team colleague, who will be happy to investigate and rectify any mistake.



You Said:

My favourite menu options have disappeared!

We Did:

We continually review our menu and adapt to the changing seasons and requirements, for example, offering a greater variety of cold food options during warmer months.

Please be assured that our full selection of hot food options will return, as the weather changes.



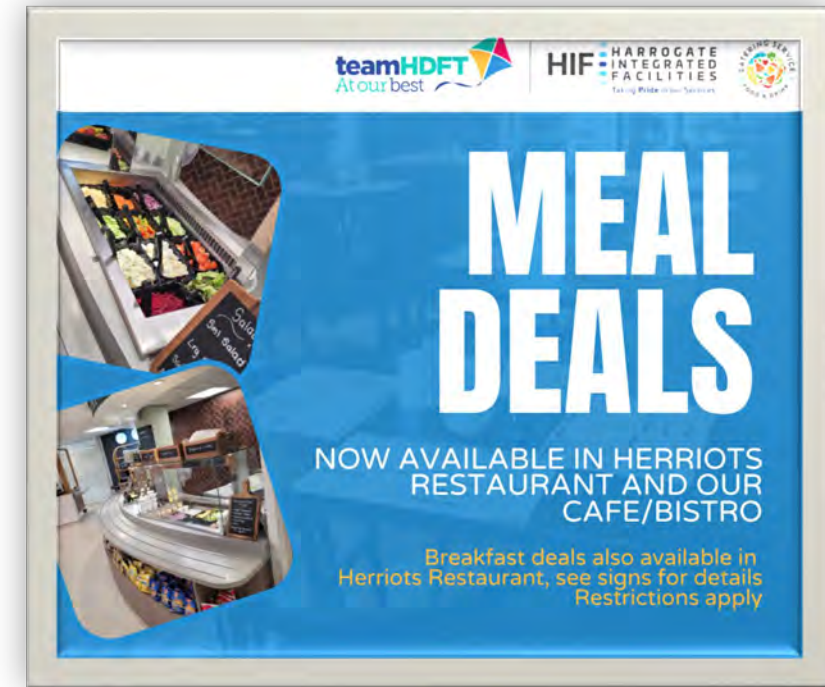
You Said:

Recent price increases mean we will be looking for alternative options.

We Did:

Our pricing structure remains under constant review and reflects increases imposed by our providers.

We believe our prices remain competitive and we strive to provide value for money for all of our patrons, particularly with the introduction of recent offers, meal deals and staff discount.



You Said:

Some of the staff are great, but some may benefit from customer service training.

We Did:

We have instigated, and will continue, customer skills training for all of our colleagues.

A consistent management presence is also now in place during busy periods. Clear procedures and policies have been discussed with all colleagues, which we hope will ensure a consistent approach.



You Said:

Would you consider listing the calorie content of your meals?

We Did:

Unfortunately, we are unable to provide this type of information at present.

We have also been advised that this information can be detrimental to any patrons who suffer with an eating disorder, therefore we will not be arranging to list this information at this time.



You Said:

A greater variety of healthy food options is needed.

We Did:

Our menu remains under continuous review and we have recently introduced an extended salad bar option, as well as wider breakfast options, including a smoothie bar. We will continue to investigate healthier options as we adapt the menu to suit the colder weather, whilst also maintaining the more popular menu choices, such as Fish & Chip Friday.



How can you give your feedback?

Signs are located in various locations throughout both Herriots and our Café/Bistro, where you can scan the QR code to complete our survey.

Your feedback allows us to provide the service that our customers want – you help us to be the best that we can be!

Thank you!

