CRITERIA

- Customer service: Employees are welcoming, friendly and knowledgeable, and served guests at an acceptable speed. Good atmosphere.

- Menu variety: Menu offers many choices, taking into account dietary and health concerns.

- Quality of food: Food uses high-quality ingredients, tastes good, and was cooked well.

- Eatery: Eatery (where food is served) is clean, hygienic and easy to navigate. Employees were wearing proper attire and food was handled properly.

- Dining area: Dining area (where food is eaten) is clean, tidy and spacious.

- Value: Portion sizes were appropriate, options are given for multiple meal sizes, and meal is satisfying considering the cost.
CUSTOMER SERVICE

Guelph

- Nice and friendly, tried to be helpful
- Employees don’t seem engaged, quiet atmosphere
- Automated ordering meant little interaction, but it was fine
- Cash was slow
- Not overly friendly but able to accommodate to dietary needs

Laurier

- Not a lot of interaction outside of asking what you’d like at each table
- Service was quick
- Adequate experience
- Generally knowledgeable
Guelph

- No halal option
- Felt limited, closer to Brubakers than Mudies in terms of variety
- Some vegan options (soya cheese!)

Laurier

- Pretty standard all-you-can-eat menu
- Not many options for those with restrictions
- Not many ways to customize food to liking
- Halal options almost everywhere
- Clear board with halal/gluten-free/vegan food
QUALITY OF FOOD

Guelph
- Very bland pasta, stale bread
- Churros weren’t amazing
- Burger was fresh and tasted good
- Not a ton of flavour

Laurier
- Got what we were expecting from the place
- Not high quality, but good for all-you-can-eat
- Not great, but could grab a lot
- Some food tasted like it was older
QUALITY OF FOOD
Guelph
- Small, hidden, dark, negative vibe
- Laid out well but kitchen was hidden
- Confusing ordering system
- Small entrance, uninviting

Laurier
- Well lit, lots of space to move, good flow
- Signage could be improved
- Clean, open and spacious, clear stations
- Hard to see location of station
Guelph
- Very long tables, can only get in on one side
- Good flow to the area otherwise
- Happy with cleanliness

Laurier
- Good atmosphere
- Clean, spacious, lighting is good
- Variety in terms of seating
- Couldn’t bring bag in
**VALUE**

**Guelph**
- Good value for food, enough to fill
- Comparable to V1/REV
- Didn’t charge extra for vegan options
- Offered half and full portions, good idea!

**Laurier**
- It’s all you can eat so if you grab a lot, you get your money’s worth
- Not great food though so in that regard the value isn’t there
- If you get full fast then you’re wasting money, otherwise not bad
- If you eat lightly it can be expensive since it’s $11.30
## SUMMARY

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