ML’s Diner, lunch  82/100

Customer Service  17/20
- Staff knowledge of menu items: 5/5
- Customer interactions: 8/10
- Response to dietary Restrictions / other difficult questions: 4/5

Overall Comments
Very friendly, however there were many customers so it got a little hectic. Order had to be repeated for different staff. Very knowledgeable.

Menu / Variety  11/15
- General variety within the venue 7/10
- Variety of Dietary Options  4/5

Overall Comments
Seemed to be generally consistent food, with a focus on unhealthier options

Root beer float and butter chicken crepe, $12.78
**Quality 17.5/20**
- Quality and knowledge of staff making made-to-order items 4/5
- General quality of food 9/10
- Display and presentation 4.5/5

*Overall Comments*
Really delicious food, with nice “instagrammable” presentation, and options when making the crepe.

**Value for Money 8.5/10**

*Overall Comments*
I felt like it was very consistent with what I expected, and the crepe was definitely large enough for what I paid. Other milkshakes I tried were a little bland, but overall very high quality.

**Venue / Overall Atmosphere 9 /10**

*Overall Comments*
Very nice seating area, with a small patio outside. Not overly crowded.
Speed 10/15

*Overall Comments*

The line before ordering was long, but moved moderately quickly. It took 8 minutes before I ordered. Once inside, it was another 9 minutes before I received my food. They seemed quite knowledgeable and were able to multitask, but had too many tasks to do at once.

Cleanliness/Hygiene 9/10

*Overall comments*

Everything seemed extremely clean and hygienic

*Overall*

Delicious food, and nice presentation, with a great seating area and knowledgeable staff. Could improve on line times, and menu variety in terms of healthy options.
Brubakers, dinner 79/100

Customer Service 15/20

- Staff knowledge of menu items: 3/5
- Customer interactions: 8.5/10
- Response to dietary Restrictions / other difficult questions: 3.5/5

Overall Comments
Very friendly staff, however the majority of staff I interacted with were trainees, and thus not very knowledgeable about items or preparation. They were very willing to ask though!

Menu / Variety 14/15

- General variety within the venue 9/10
- Variety of Dietary Options 5/5

Overall Comments
Tons of different options, at various price points and dietary concerns. They also seem to have different small variations almost every time I go, which is great!

Snack size raspberry booster juice, small chicken shwarma, butter tart, $15.26
Quality 15/20
- Quality and knowledge of staff making made-to-order items 3.5/5
- General quality of food 7.5/10
- Display and presentation 4/5

*Overall Comments*
While the booster juice was delicious, the chicken wrap was cold (as there is no warming after it is put together), and fell apart a bit. There were however lots of options for toppings and sauces. The butter tart was delicious and very instagram worthy though :)

Value for Money 7.5/10

*Overall Comments*
I felt like the butter tart was an appropriate value for money, while the booster juice and pita were both quite small for their price.

Venue / Overall Atmosphere 7/10

*Overall Comments*
Not as crowded as it would be during the day, but still very cramped seating area without a very appealing style
Speed 12/15

*Overall Comments*
There were no lines, however there was some waiting both at the booster juice and at the cash before someone was able to help me. As well, as both people who helped me were trainees, it took a while for them to find the right ingredients and put them together. Overall, it was 12 minutes between starting to order and finishing paying.

Cleanliness/Hygiene 8/10

*Overall comments*
Everything seemed quite clean and hygenic, with some dirty tables

*Overall*
Ok food, with a disappointing wrap (primarily due to its temperature and presentation.) The atmosphere wasn’t as nice as many other places on campus, but the staff were overall very friendly and happy to answer questions (or at least ask supervisors).
Liquid Assets Cafe

Customer Service 18/20

- Staff knowledge of menu items: 5/5
- Customer interactions: 9/10
- Response to dietary Restrictions / other difficult questions: 4/5

Overall Comments
The staff was extremely friendly and knowledgeable about the menu, and had the honesty and sincerity to say that they didn’t know the answer of a particular question. The queue was short because of the staff’s dexterity in handling the order.

Menu / Variety 9/15
General variety within the venue 6/10
- Variety of Dietary Options 3/5

Overall Comments
The experience aside, the food itself was not good. It kind of had a bland taste that seemed consistent in almost dishes. The Panini was too greasy, although maybe I should have told them not to make it too greasy before, but I didn’t imagine it would be that greasy, and hence thought that it didn’t warrant any prior hint.
South Campus Market

Customer Service 17/20

- Staff knowledge of menu items: 5/5
- Customer interactions: 8/10
- Response to dietary Restrictions / other difficult questions: 4/5

Overall Comments
Despite the staff’s efficiency in making the order, the queue was still long because of the number of customers was quite large. The staff was attentive to the needs of the customers, and didn’t hesitate about answering questions that the customers had – be it price, cooking method, variety or the preparation time. Although the staff could work on initiating these conversations and thus make the waiting part of the process a little more customer friendly.

Menu / Variety 11/15

General variety within the venue 8/10
- Variety of Dietary Options 3/5

Overall Comments
Experience aside, the food was delicious and wholesome. The Pho’s soup was filling, and contained all the important nutrition, and its cooking made it tasty to eat it too. There was cinnamon near the cream and the milk, which I personally thought, made the coffee-drinking experience a whole better.
**Frsh, Lunch**

**Visit Information**
- Date of Visit: November 15, 2017
- Time of Visit: 12:19 pm
- Price: $10.24, $20.48 before discount

- **Customer Service: 12 / 20**
  - Staff knowledge of menu items: 2.5 / 5
    - When asked what was vegan, lots of hesitation and listed menu items but told to look at sign for what was in them. Had difficulty finding where menu was placed on the sign. Not able to help, fellow customer helped instead
  - Customer interactions: 5 / 10
    - After interacting with staff no mood change; either negative or positive. Only interaction was them taking their order while they stood at back. Made it difficult to have any other conversation. Not very personable and seemed uninterested
  - Response to dietary Restrictions: 4.5 / 5
    - Made accommodation and knew how to respond for vegan and gluten free diet.

**Overall Comments:** Customer service very average, did not go beyond necessary requirements of taking order. Staff spent more time talking to each other than with customers.
Frsh, Lunch

- **Menu / Variety 12.5 /15**
  - **General variety within the venue: 7.5 / 10**
    - Variety of menu items stays constant, other than daily soup change. No holiday items, breakfast bowl was advertised but no information on what is in the breakfast bowl. There were a lot of smoothie, lunch and snack options. Would benefit from having healthy dessert options other than fruit.
  - **Variety of Dietary Options: 5 / 5**
    - Felt like there was lots of options for people who are vegan, gluten free, nut allergies. Very happy with having at least 3 very different options to choose from (salad, wrap, bowl).
Frsh, Lunch

● **Quality: 18.5 / 20**
  ● Quality of pre-made items, ie time between making and serving: 4.5 / 5
  ● General quality of food: 9/10
  ● Display and presentation 5/5

**Overall Comments:**
Ordered the Smokehouse and Rainbow Veggie bowls. They were advertised to be “freshly made” giving the assumption that they would be made in front of us.

Food tasted great. Would definitely visit again. One of freshest tasting meals bought at Waterloo thus far.
Frsh, Lunch

- **Speed 13 / 15**
  - Time between waiting in line and finishing placing order: 1:26
  - Time between ordering food and receiving food: 2:03

**Overall Comments:** Very quick but made question how “freshly made” the food was. Be willing to wait a bit longer for guaranteed freshness. Excited when saw food prep area and thought it would be made in front of us, instead it was pre-made and heated up with guac added on top. If in a rush to get to class, would be very content with the speed.

- **Value for Money 10 / 10**
  - Around $4-5 per meal with meal plan discount or under $10 without. Both prices were reasonable for serving size and quality. Even other snack options and smoothies were reasonably priced and comparable to other chains, but at a higher quality. Great that its covered by meal plan dollars and encourages more students to choose healthy options. Allows AHS students to get lunch between classes without having to go back to res.
Frsh, Lunch

- **Venue / Overall Atmosphere 8 / 10**
  - Super quiet since we were only people in line. No seating specifically for Fresh. Felt as if bringing outside food into a Starbucks. Ended up sitting at separate couches and table further from assigned seating. Was very comfortable, however if closer to Fresh, may be encouraged to purchase more food after meal.
  - Vibrant colours and food and fresh taste matched the white walls and teal signage. Really enjoy the design and branding of the frsh logo
  - Came at less busy time, but during prime times it is very hard to get a seat.

- **Cleanliness/Hygiene 7 / 10**
  - Overall feeling was very clean. Counters were not cluttered and food display was well maintained. Females had hair tied up and person who took our order washed hands before preparing food. However, one staff member removed stuff from bottom of shoe before handling box of food. Table and chairs were free of garbage and well wiped.
Tim Hortons (SLC), weekend

Score: 75 / 100

Visit Information
Date of Visit: November 19, 2017
Time of Visit: 7:09 pm
Price: $6.60, $15.74 before discount

- **Customer Service: 16.5 / 20**
  - Staff knowledge of menu items: 3.5 / 5
    - Staff was able to answer questions and accommodate my requests
  - Customer interactions: 10 / 10
    - Staff was very patient and was very friendly. He was able to look for help when required.
    - No different than during the week at about the same time
  - Response to dietary Restrictions: 3 / 5
    - Was not able to guarantee that anything was peanut-free and made aware that there is always a risk because some products do have traces of nuts
Tim Hortons (SLC), weekend

- **Menu / Variety 10.5 / 15**
  - General variety within the venue: 7 / 10
    - It is always nice to come into Tim Hortons to see what seasonal offers they have. It is also nice to have their “staple” products.
  - **Variety of Dietary Options: 3.5 / 5**
    - Dietary Restrictions are difficult with Tim Hortons. There are a couple of less known menu items like the Garden Veggie Sandwich. The variety is not very big for people with dietary restrictions.

- **Quality: 10 / 20**
  - Quality and knowledge of staff making made-to-order items: 3 / 5
  - General quality of food: 4/10
  - Display and presentation 3/5

**Overall Comments:**
Ordered the Crispy Chicken Bacon Ranch Wrap with Buffalo Sauce and Shredded Cheese, Garden Salad, Peppermint Hot Chocolate, and Bottle of Water.
Tim Hortons (SLC), weekend

- **Speed 15 / 15**
  - Total Length of Visit: 9:45
  - Time Spent in Line: 5:32
  - Time Spent Ordering: 1:34
  - Time Spent Waiting for Food: 2:36

**Overall Comments:** I was very happy with the speed it took to receive my order. It was quick and I was able to place my coat and bag at a table while I waited, it didn't seem long at all.

- **Value for Money 6 / 10**
  - The Pricing is very reasonable for the amount of food that I received. I really like how the discount still applies to Tim Hortons. It gives a good option for First Year students who are at SLC late and who may be sick of Spicy Chicken Wraps.
Tim Hortons (SLC), weekend

● **Venue / Overall Atmosphere 7 /10**
  ○ The seating area was fairly empty. However, it was also fairly dirty. The chairs were not organized and the tables dried spilled drinks and crumbs. I chose the most neat table.
  ○ Even after finishing my meal, I stayed to right my review. I left shortly after 8 pm and in that time, no Team Member came out to front to wipe down tables or reorganize seating. I think that if the seating were cleaner and more “inviting”, customers would be more likely to stay and maybe order a dessert after too.
  ○ Displays were clean and Tim Hortons Merchandise were attractively displayed and gave the feeling of the Holidays.

● **Cleanliness/Hygiene 10 / 10**
  ○ No noticable issues with cleanliness and hygiene