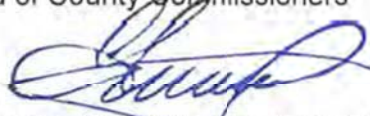


Date: May 16, 2019

To: Honorable Chairwoman Audrey M. Edmonson
and Members, Board of County Commissioners

Agenda Item No. 2(B)2
June 18, 2019

From: Carlos A. Gimenez
Mayor



Subject: Monthly Quality Monitoring Report for Gordo Food Management, Corp. at the Richard E. Gerstein Justice Building – Directive No. 190570

This report is being provided to the Board of County Commissioners (Board) pursuant to Resolution No. R-229-19, adopted by the Board on February 5, 2019. As directed by the Board, the Internal Services Department has designed and implemented a quality-monitoring program for the restaurant located on the first floor of the Richard E. Gerstein Justice Building (Gerstein), operated by Gordo Food Management, Corp. (Lessee). The resolution further directed the Department to compile feedback elicited through secret shoppers and customer surveys, and submit a written report to the Board on a monthly basis, along with an assessment as to whether the Lessee is meeting the standards of "good, prompt, and efficient service."

On March 15, 2019, Internal Services provided its first report to the Board detailing how the program will monitor the quality of the food and service of the Lessee. The following is a summary of the feedback received from March 16, 2019 through April 16, 2019.

Customer Satisfaction

To assess the overall satisfaction received from customers, a Customer Feedback Terminal (Terminal) was installed near the exit door of the restaurant. The Terminal contains buttons that customers can press to rate the service provided on that day. At the end of each business day, the Terminal generates a report detailing the results of participating customers and generates an online dashboard report for staff. The Terminal also generates weekly and monthly reports reflecting percentile scores based on feedback received from customers. To date, on average, 91 percent of the customers selected the "happy face" button versus nine percent who selected the "not happy face" button. Attachment 1 provides an assessment of the feedback received from the Terminal. Internal Services staff has provided the Lessee with detailed notes regarding the results.

Building Survey

On April 3, 2019, Internal Services staff met with the Administrative Judges and other tenants of the Gerstein building to discuss the quality-monitoring program. They expressed their concerns with the quality of the services and offered suggestions on how the Lessee could improve these services, which were shared with the Lessee.

On a weekly basis, the Building Manager at the Gerstein building emailed a survey link to all Gerstein tenants. The survey contained seven questions, four of which requested that respondents rate the quality of the food, courteousness of staff, promptness of service and pricing. During this assessment period, 138 responses were received. The survey yielded the following approximate results: Quality of the Food: Excellent – 11 percent, Satisfactory - 70 percent and Poor - 20 percent; Courteousness of the Staff: Excellent – 20 percent, Satisfactory 60 percent and Poor – 20 percent; Promptness of Service: Excellent – 12 percent, Satisfactory – 41 percent and Poor – 48 percent; Pricing of Food Items Offered: Excellent 15 percent, Satisfactory – 63 percent and Poor – 22 percent. Attachment 2 provides a summary of the survey results and comments received from the respondents.

Secret Shoppers

Three secret shoppers were selected from the stakeholder community in the Civic Center area who visit Gerstein regularly. Subsequently, they visited the restaurant on a weekly basis and completed a questionnaire detailing their experience and rated the restaurant's quality of food, quality of service by the restaurant staff, the value of their meal, and the restaurant overall. They were also asked if they would recommend the services of the Lessee to their colleagues. A total of nine questionnaires were received during this assessment period. The majority of the secret shoppers rated the quality of food as Above Average, the service and courteousness of the restaurant staff as Excellent, the value of their meal as Above Average, and the restaurant overall as Excellent. The secret shoppers also documented feedback concerning overall experience as generally positive. Attachment 3 includes the reports submitted by the secret shoppers.

Assessment

Based on the overall responses received during this reporting period, the ratings are above average in all three quality monitoring methods. The area with the lowest rating is the promptness of service. This feedback has been shared with the Lessee and updated progress reports will continue to be provided to the Board each month.

Pursuant to Ordinance 14-65, this report will be placed on the next available Board agenda. Should you have any questions, or require additional information, please do not hesitate to contact Tara C. Smith, Internal Services Department Director, at 305-375-5893.

Attachments

- c: Abigail Price-Williams, County Attorney
- Geri Bonzon-Keenan, First Assistant County Attorney
- Office of the Mayor Senior Staff
- Yinka Majekodunmi, Commissioner Auditor
- Tara C. Smith, Director, Internal Services Department
- Linda Cave, Director, Clerk of the Board
- Eugene Love, Agenda Coordinator

Attachment 1

**CUSTOMER FEEDBACK
TERMINAL**

How was your service today?



80%
609 resp.



11%
81 resp.



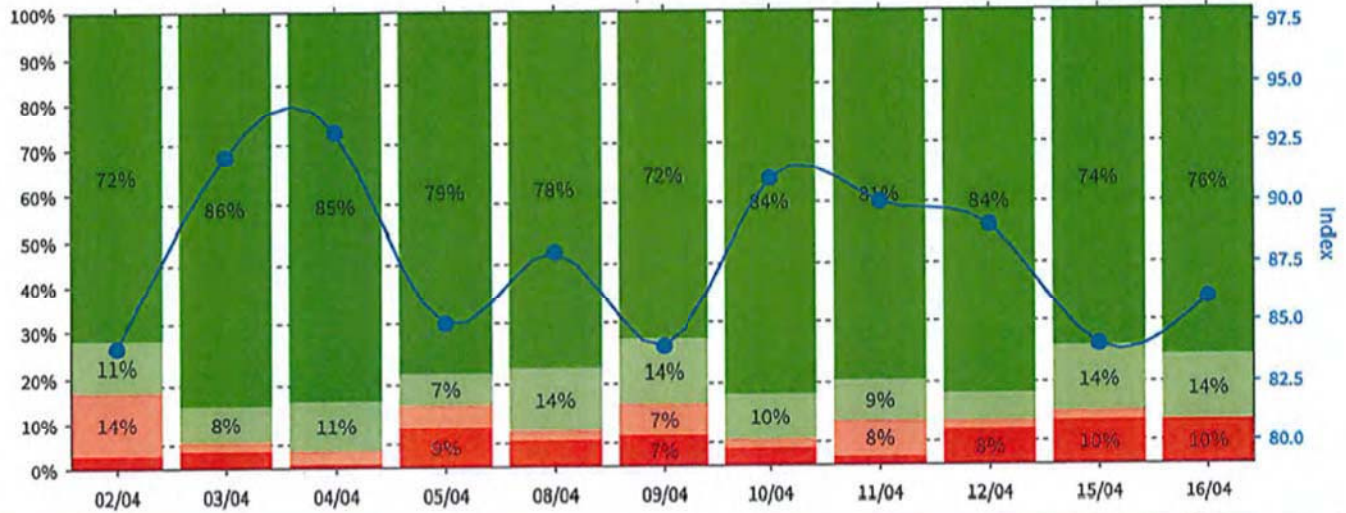
3%
26 resp.



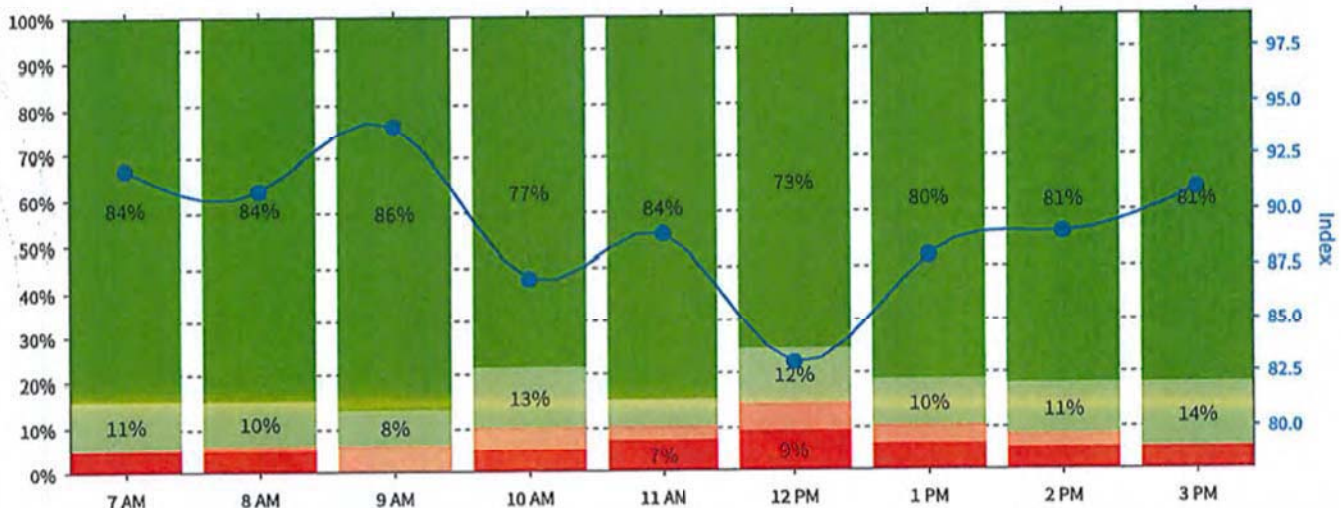
6%
44 resp.

Index: 88.0
Responses: 760

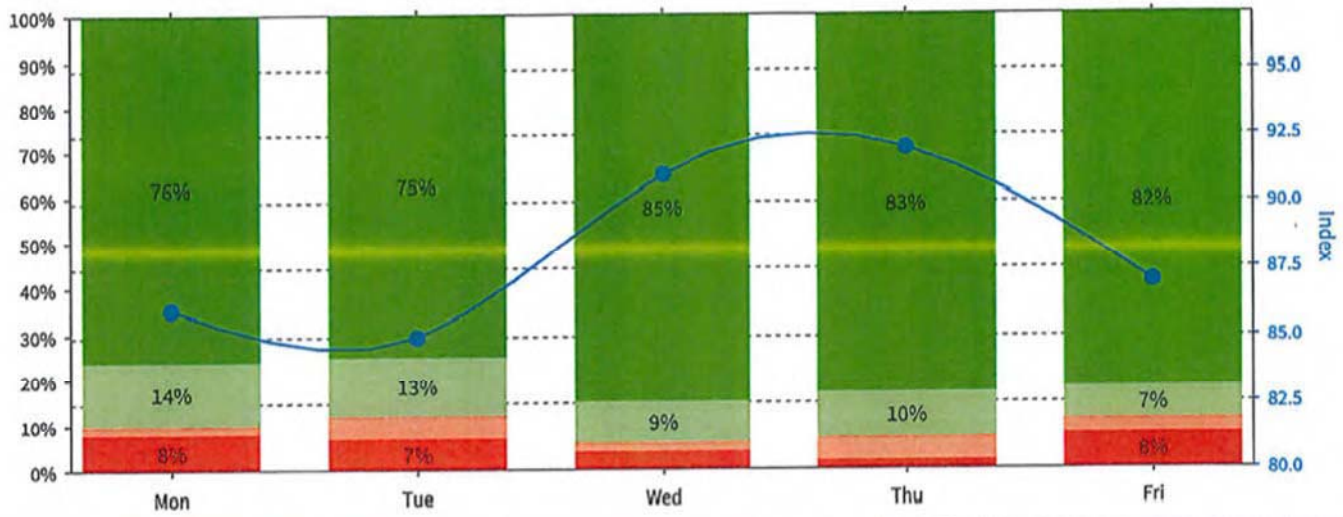
Daily distribution



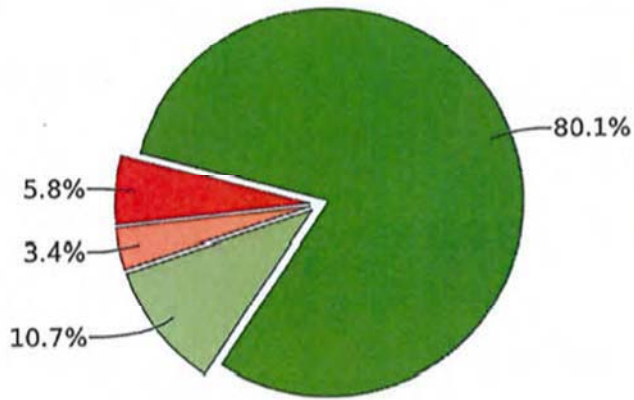
Hourly distribution

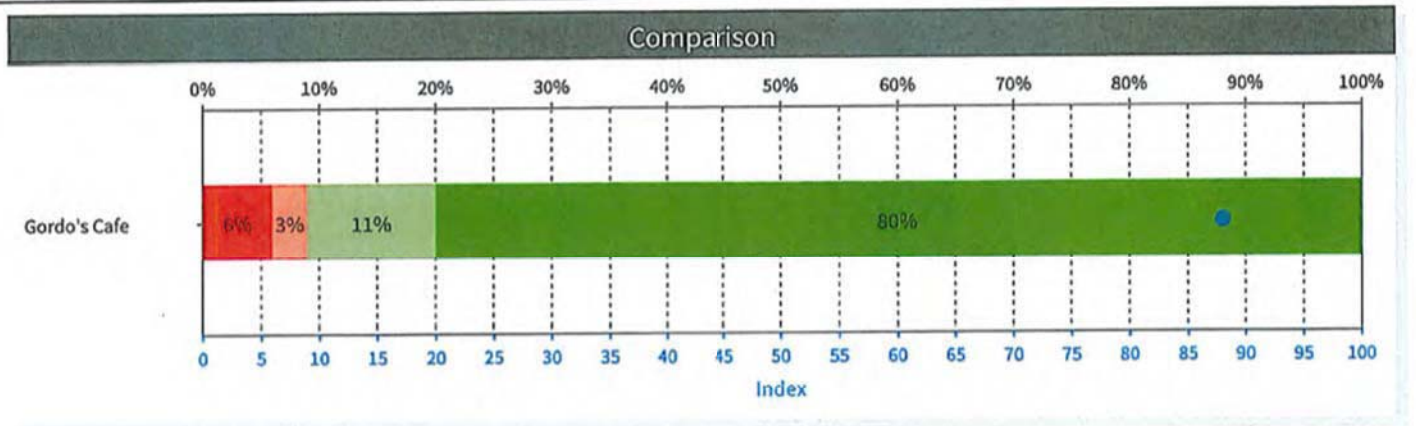


Weekday distribution



Total results



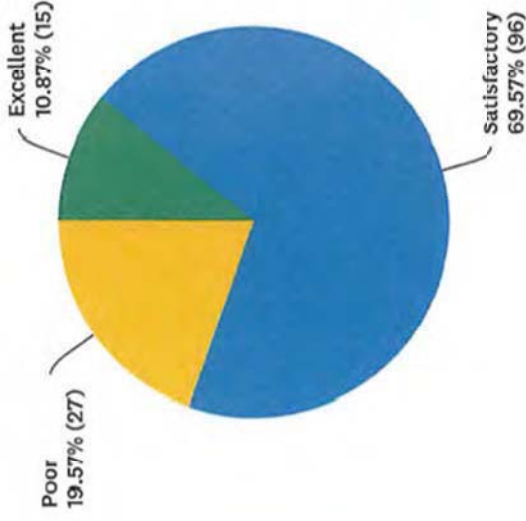


Attachment 2

BUILDING SURVEY

Q1 How would you rate the quality of the food?

Answered: 138 Skipped: 0

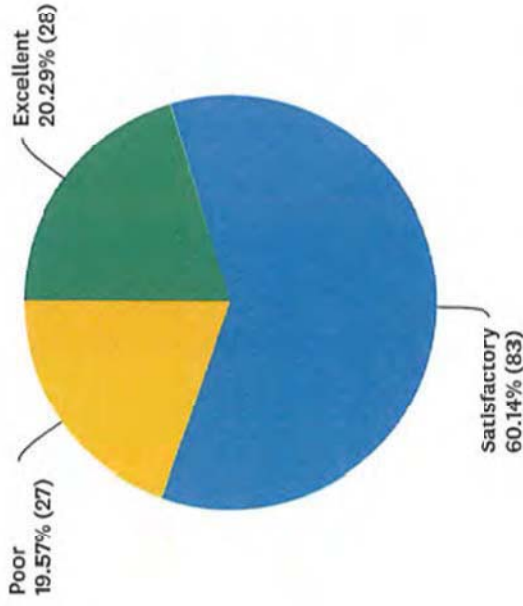


∞

ANSWER CHOICES	RESPONSES
Excellent	15
Satisfactory	96
Poor	27
TOTAL	138

Q2 How would you rate the courteousness of the staff?

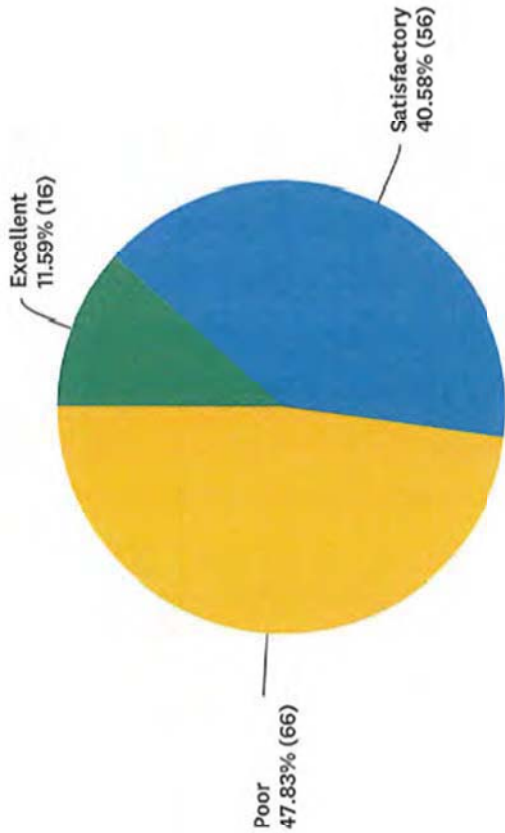
Answered: 138 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	28 20.29%
Satisfactory	83 60.14%
Poor	27 19.57%
TOTAL	138

Q3 How would you rate the promptness of your service?

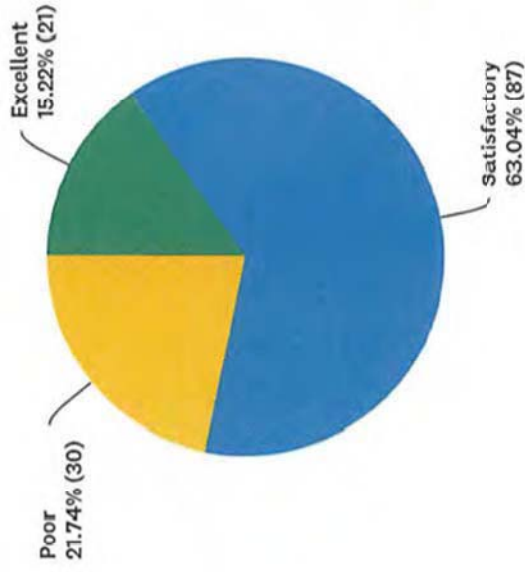
Answered: 138 Skipped: 0



ANSWER CHOICES	RESPONSES
Excellent	11.59% 16
Satisfactory	40.58% 56
Poor	47.83% 66
TOTAL	138

Q4 How would you rate the pricing of the food items offered?

Answered: 138 Skipped: 0

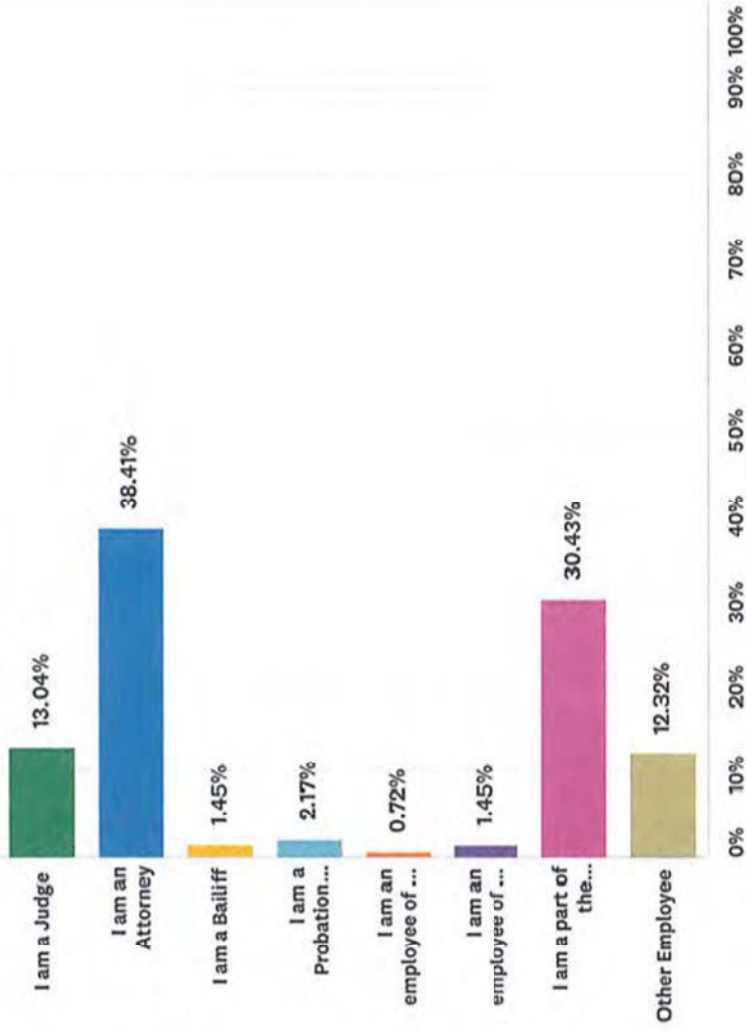


11

ANSWER CHOICES	RESPONSES
Excellent	21
Satisfactory	87
Poor	30
TOTAL	138

Q5 Please describe who you are:

Answered: 138 Skipped: 0



ANSWER CHOICES	RESPONSES
I am a Judge	13.04% 18
I am an Attorney	38.41% 53
I am a Bailiff	1.45% 2
I am a Probation Officer	2.17% 3
I am an employee of the Miami-Dade County Police Department	0.72% 1

I am an employee of the Miami-Dade Corrections and Rehabilitation Department	1.45%	2
I am a part of the administrative staff for the Courts	30.43%	42
Other Employee	12.32%	17
TOTAL		138

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Answered: 63

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Answered: 63

#	RESPONSES	DATE
1	None.	4/16/2019 4:08 PM
2	The food is good, but it would be nice if the prices were just a little lower...as much as possible without sacrificing quality.	4/16/2019 3:26 PM
3	It would be nice to have other options other than Cuban Cuisine. Not that I don't like Cuban food, just everyday, ja ja	4/16/2019 3:22 PM
4	The food sometimes is over cooked ex. chicken tenders. I order egg whites and spinach on a wrap and they put everything separately.....that's not how I wanted my food.	4/16/2019 2:17 PM
5	N/A	4/16/2019 1:41 PM
6	Perhaps add iced coffee options	4/16/2019 1:25 PM
7	I like Gordos. They have a good selection and the prices are very good.	4/16/2019 1:06 PM
8	very limited menu for many years	4/16/2019 1:05 PM
9	Please go faster. Everything takes way too long. Maybe there aren't enough people in the kitchen? Maybe some foods can be prepared ahead of time?	4/16/2019 1:01 PM
10	The food and pricing isn't bad, but it could be better. The service is bad and has to be better.	4/16/2019 12:59 PM
11	Not enough vegetarian or seafood or healthy options	4/16/2019 12:58 PM
12	I think gordos is great. As someone who doesn't eat meat or dairy, they're always SUPER accommodating to adjusting things for me.	4/16/2019 12:46 PM
13	N/A	4/16/2019 12:37 PM
14	Food is tasteless. Not many choices. Salads are terrible. Too expensive for mediocre quality. Very long wait for order.	4/16/2019 12:36 PM
15	The quality of the food is terrible. They rarely answer the phone. It is ridiculous that they don't allow us to pre-order food for pick up. Worst restaurant this building has had.	4/16/2019 12:36 PM
16	The coffee service should be faster and more streamlined. Takes 20 mins to get a café con leche	4/16/2019 12:33 PM
17	N/A	4/16/2019 12:32 PM
18	I assume that who ever owns this restaurant has never eaten there. Its terrible, and if it were a stand alone restaurant, it would have been closed two months after opening. With the increase in area restaurants I would be surprised if I ever returned.	4/16/2019 12:31 PM
19	A provider with a wider menu and tastier food would be much appreciated.	4/16/2019 12:29 PM
20	?	4/16/2019 12:26 PM
21	Love the food, but the service is really slow =/	4/16/2019 12:25 PM
22	Food takes too long to come out.	4/16/2019 12:23 PM
23	They need more people preparing the food.	4/16/2019 12:10 PM
24	Environment is not appetizing. They never had enough food in fridge that is ready to go in case you are in a hurry.	4/16/2019 11:36 AM
25	Very slow service with a not-so-nice attitude.	4/16/2019 11:30 AM
26	The menu needs to improve, the service must be more fast and the decoration is awful.	4/16/2019 11:25 AM
27	Au Bon was excellent in very area. It was terrible to let them leave.	4/16/2019 11:19 AM

28	The bldg needs a restaurant that provides a variety of food for breakfast and lunch....	4/16/2019 10:50 AM
29	N/A	4/16/2019 10:18 AM
30	no comments	4/16/2019 9:41 AM
31	n/a	4/16/2019 9:02 AM
32	There is a need for adequate staffing during peak hours. Wait time in line is too long.	4/16/2019 8:08 AM
33	The selection is poor. They are always out of items. there is not enough variety	4/15/2019 6:26 PM
34	Service needs to get faster	4/15/2019 4:36 PM
35	If I compared Gordo to Au Bon Pain, of rate Gordo poor in every category.	4/15/2019 3:58 PM
36	Bring back Au Bon Pain or something like it. They had a big selection of salads, sandwiches, soups and desserts. Service was quick.	4/15/2019 3:48 PM
37	To slow getting food to guest, 15- 20 min is to long	4/15/2019 3:36 PM
38	They should consider food allergies and the cross contamination of food that does not need to be "crossed".	4/15/2019 3:19 PM
39	Soups, salads, and healthy alternatives would be appreciated.	4/15/2019 3:14 PM
40	hire more bilingual employee	4/15/2019 3:11 PM
41	They do not have chips always available no substitution for French Fries.	4/15/2019 2:53 PM
42	Can't count the amount of times we give jurors an hour for lunch and they eat here but come back up with food to eat in hallway because it has taken them 45 min plus.	4/15/2019 2:50 PM
43	It would be nice to provide other options every now and then.	4/15/2019 2:49 PM
44	The sandwiches and salads are outrageous for the price, they need to improve. A deli style café will be more accommodating to employees. The planting chips always cold.	4/15/2019 2:45 PM
45	The cafe closes at 3 which ignores the needs of people in the building. If the prices were more reasonable maybe more people from the building would frequent. The coffee has gotten better since it opened but still is marginal at best. Run out of food often so just not reliable.	4/15/2019 2:41 PM
46	very limited menu	4/15/2019 2:38 PM
47	The staff is usually very friendly but there are off days. the wait time for food is usually long and most of the time takes longer than our lunch break.	4/8/2019 11:24 AM
48	I appreciate the discount that we get for being employees of the building.	4/5/2019 2:13 PM
49	None	4/5/2019 2:09 PM
50	More healthy selections. More Salad options.	4/5/2019 12:56 PM
51	Should cater to people that are trying to watch their weight. Their menu consists of lots of Carbs. Maybe have a vegetarian menu.	4/5/2019 12:26 PM
52	I usually call to order my food by phone ahead of time, and this proves to be the most efficient. My food is ready when I come downstairs and I don't have to wait in line.	4/5/2019 12:15 PM
53	The staff needs to more courteous and customer friendly toward all customers. Also, the wait time for food needs to be more convenient.	4/5/2019 10:49 AM
54	Love this café! The taste of the food is great, the portions are good and the prices are very reasonable.	4/5/2019 10:22 AM
55	need to have a ice maching with fountain drinks and offer a different variety of foods	4/5/2019 9:02 AM
56	None at this time	4/5/2019 8:37 AM
57	when you place an order over the phone, you are required to give cc# I do not agree with that policy. You spend more time waiting for your food then anything. That is why we what to place the order .	4/4/2019 3:04 PM
58	We use them for our jurors and everyone seems happy with the food.	4/4/2019 12:21 PM

59	There are times , that I have only seen one cook in the back. There has been other times that I have seen 2 cooks in the back but I don't personally think that's enough. The staff in the front should take a course in customer services.	4/4/2019 9:44 AM
60	I am very happy with their services, have been treated always with special attention, and don't have anything to add other than that I appreciate their services.	4/4/2019 9:33 AM
61	It doesn't help that I've seen Gordos newest staff member hitting the happy button while I've been down there - just two days ago. Nevermind that they are dosing down/shutting doors and mopping by 2:00pm many days - especially towards the end of the week. Finally, the amount of flying bugs we need to swat while trying to enjoy a meal/snack at any given moment.	4/4/2019 9:32 AM
62	Discounts for employees should be better. A lot of employoocs purchase breakfast / lunch several times a week and it tends to get very pricey.	4/4/2019 9:23 AM
63	Need to offer an establishment with a wider variety of foods.	4/4/2019 9:18 AM

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Answered: 16

ANSWER CHOICES	RESPONSES
Name	100.00% 16
Department/Agency	56.25% 9
Address	0.00% 0
Address 2	0.00% 0
City/Town	0.00% 0
State/Province	0.00% 0
ZIP/Postal Code	0.00% 0
Country	0.00% 0
Email Address	68.75% 11
Phone Number	68.75% 11

#1

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 8:34:06 AM
Last Modified: Thursday, April 04, 2019 8:46:03 AM
Time Spent: 00:11:56
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food?

Poor,
If "Poor" was selected, please explain
why::
They need to have more selection, for the price they charge they don't give you enough.

Q2 How would you rate the courteousness of the staff?

Poor,
If "Poor" was selected, please explain
why::
The staff in the front counter... Be Friendly. As they say, customer service starts with a smile. ... 3.Say Thank You. ... 4.Train Your Staff. ... 5.Show Respect. ... 6.Listen. ... 7.Be Responsive. ...

Q3 How would you rate the promptness of your service?

Poor,
If "Poor" was selected, please explain
why::
The amount of time you wait is to long.

Q4 How would you rate the pricing of the food items offered?

Poor,
If "Poor" was selected, please explain
why::
to expensive

Q5 Please describe who you are:

I am a part of the administrative staff for the Courts

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#2

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 8:50:32 AM
Last Modified: Thursday, April 04, 2019 8:51:24 AM
Time Spent: 00:00:51
IP Address: 66.165.177.7

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**

- Q2** How would you rate the courteousness of the staff? **Excellent**

- Q3** How would you rate the promptness of your service? **Satisfactory**

- Q4** How would you rate the pricing of the food items offered? **Satisfactory**

- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**

- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#3

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:17:29 AM
Last Modified: Thursday, April 04, 2019 9:18:34 AM
Time Spent: 00:01:05
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Need to offer an establishment with a wider variety of foods.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#4

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:18:22 AM
Last Modified: Thursday, April 04, 2019 9:23:45 AM
Time Spent: 00:05:22
IP Address: 12.106.105.138

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Discounts for employees should be better. A lot of employees purchase breakfast / lunch several times a week and it tends to get very pricey.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#5

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:29:28 AM
Last Modified: Thursday, April 04, 2019 9:31:03 AM
Time Spent: 00:01:34
IP Address: 12.106.105.138

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **[REDACTED]**
 Department/Agency **Judicial Assistant for Judge Mansfield**
 Email Address **[REDACTED]**
 Phone Number **[REDACTED]**

#6

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:26:49 AM
Last Modified: Thursday, April 04, 2019 9:32:59 AM
Time Spent: 00:06:10
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 There are times you are waiting on your coffee while they are still taking more orders and no one is making coffee.

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain
 why::
 Sometimes you don't want the sides and it shouldn't be forced on the customer for the additional cost--especially considering they don't have many options on sides.

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

It doesn't help that I've seen Gordos newest staff member hitting the happy button while I've been down there - just two days ago. Nevermind that they are closing down/shutting doors and mopping by 2:00pm many days - especially towards the end of the week. Finally, the amount of flying bugs we need to swat while trying to enjoy a meal/snack at any given moment.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name

[REDACTED]

Department/Agency

[REDACTED]

Email Address

[REDACTED]

Phone Number

[REDACTED]

#7

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:30:40 AM
Last Modified: Thursday, April 04, 2019 9:33:25 AM
Time Spent: 00:02:44
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

I am very happy with their services, have been treated always with special attention, and don't have anything to add other than that I appreciate their services.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **ANDRE VAZ**
 Department/Agency **AOC COUNTY CRIMINAL**
 Email Address **AVAZ@JUD11.FLCOURTS.ORG**
 Phone Number **(305) 546-5335**

#8

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:33:24 AM
Last Modified: Thursday, April 04, 2019 9:44:05 AM
Time Spent: 00:10:40
IP Address: 12.106.105.138

Page 1

Q1 How would you rate the quality of the food?

Satisfactory

Q2 How would you rate the courteousness of the staff?

Poor,
If "Poor" was selected, please explain
why::
Most of the staff are not very
friendly

Q3 How would you rate the promptness of your service?

Poor,
If "Poor" was selected, please explain
why::
I have waited more than 20 to 30 min for my food to come
out. I have waited about 10 to 15 min for a toast and café
con leche

Q4 How would you rate the pricing of the food items
offered?

Satisfactory

Q5 Please describe who you are:

**I am a part of the administrative staff for the
Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

There are times , that I have only seen one cook in the back. There has been other times that I have seen 2 cooks in the back but I
don't personally think that's enough. The staff in the front should take a course in customer services.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name

[REDACTED]

Department/Agency

JA

Email Address

[REDACTED]

Phone Number

[REDACTED]

#9

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 9:48:12 AM
Last Modified: Thursday, April 04, 2019 9:56:11 AM
Time Spent: 00:07:58
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food?

Poor,
If "Poor" was selected, please explain why:
Not much variety and too expensive.

Q2 How would you rate the courteousness of the staff?

Satisfactory,
If "Poor" was selected, please explain why:
can improve.

Q3 How would you rate the promptness of your service?

Poor,
If "Poor" was selected, please explain why:
Most of the time the serving time is too long.

Q4 How would you rate the pricing of the food items offered?

Poor,
If "Poor" was selected, please explain why:
Expensive.

Q5 Please describe who you are:

I am a part of the administrative staff for the Courts

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name

[REDACTED]

Department/Agency

AOC

Email Address

[REDACTED]

Phone Number

[REDACTED]

#10

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 12:19:42 PM
Last Modified: Thursday, April 04, 2019 12:21:29 PM
Time Spent: 00:01:46
IP Address: 12.106.105.138

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am a Bailiff**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

We use them for our jurors and everyone seems happy with the food.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#11

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 3:00:36 PM
Last Modified: Thursday, April 04, 2019 3:04:33 PM
Time Spent: 00:03:57
IP Address: 66.165.177.8

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why::
 Too expensive

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

when you place an order over the phone, you are required to give cc# I do not agree with that policy. You spend more time waiting for your food then anything. That is why we what to place the order .

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#12

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Thursday, April 04, 2019 1:29:42 PM
Last Modified: Thursday, April 04, 2019 3:37:18 PM
Time Spent: 02:07:36
IP Address: 170.55.30.66

Page 1

- | | |
|--|---|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Excellent |
| Q3 How would you rate the promptness of your service? | Poor,
if "Poor" was selected, please explain why:
Constantly slow....CONSTANTLY!!! |
| Q4 How would you rate the pricing of the food items offered? | Satisfactory |
| Q5 Please describe who you are: | Other Employee |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#13

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 8:26:14 AM
Last Modified: Friday, April 05, 2019 8:26:49 AM
Time Spent: 00:00:35
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Excellent**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#14

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 8:25:26 AM
Last Modified: Friday, April 05, 2019 8:27:16 AM
Time Spent: 00:01:49
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
If "Poor" was selected, please explain why::
not friendly, poor customer service skills
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why::
too slow
- Q4** How would you rate the pricing of the food items offered? **Poor,**
If "Poor" was selected, please explain why::
overpriced compared to the 7th floor cafeteria
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#15

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 8:34:50 AM
Last Modified: Friday, April 05, 2019 8:37:14 AM
Time Spent: 00:02:24
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 Too expensive. Quality & quantity of food is definitely not worth the price.

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:
 None at this time

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#16

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 9:00:18 AM
Last Modified: Friday, April 05, 2019 9:02:09 AM
Time Spent: 00:01:50
IP Address: 50.226.163.222

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

need to have a ice maching with fountain drinks and offer a different variety of foods

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#17

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 9:46:53 AM
Last Modified: Friday, April 05, 2019 9:47:25 AM
Time Spent: 00:00:31
IP Address: 50.226.163.222

Page 1

- | | |
|--|---|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Satisfactory |
| Q3 How would you rate the promptness of your service? | Satisfactory |
| Q4 How would you rate the pricing of the food items offered? | Satisfactory |
| Q5 Please describe who you are: | Other Employee |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#18

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 10:13:14 AM
Last Modified: Friday, April 05, 2019 10:14:05 AM
Time Spent: 00:00:51
IP Address: 12.106.105.141

Page 1

- | | |
|--|--|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Satisfactory |
| Q3 How would you rate the promptness of your service? | Poor,
If "Poor" was selected, please explain why::
Can sometimes take quite a while to get food |
| Q4 How would you rate the pricing of the food items offered? | Satisfactory |
| Q5 Please describe who you are: | I am a part of the administrative staff for the Courts |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#19

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 10:21:38 AM
Last Modified: Friday, April 05, 2019 10:22:51 AM
Time Spent: 00:01:13
IP Address: 50.226.163.222

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Love this café! The taste of the food is great, the portions are good and the prices are very reasonable.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#20

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 10:47:26 AM
Last Modified: Friday, April 05, 2019 10:49:42 AM
Time Spent: 00:02:16
IP Address: 50.226.163.222

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The staff needs to more courteous and customer friendly toward all customers. Also, the wait time for food needs to be more convenient.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#21

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 10:56:21 AM
Last Modified: Friday, April 05, 2019 11:07:53 AM
Time Spent: 00:11:31
IP Address: 50.226.163.222

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain why:
 They can be rude and uppity
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 takes to long, especially at lunch time. I end up eating at my desk.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#22

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 11:11:27 AM
Last Modified: Friday, April 05, 2019 11:12:15 AM
Time Spent: 00:00:47
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#23

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 11:28:12 AM
Last Modified: Friday, April 05, 2019 11:29:49 AM
Time Spent: 00:01:37
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why::
 Expensive for a small salad.....like airport food pricing....

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#24

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 11:36:58 AM
Last Modified: Friday, April 05, 2019 11:40:29 AM
Time Spent: 00:03:31
IP Address: 50.226.163.222

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **BERTREECE WILDER**
Department/Agency **SAO/Felony Unit 1**
Email Address **Bertreecewilder@miamisao.com**
Phone Number **305 547 0428**

#25

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 12:13:27 PM
Last Modified: Friday, April 05, 2019 12:15:42 PM
Time Spent: 00:02:14
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

I usually call to order my food by phone ahead of time, and this proves to be the most efficient. My food is ready when i come downstairs and I don't have to wait in line.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#26

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 12:23:52 PM
Last Modified: Friday, April 05, 2019 12:26:48 PM
Time Spent: 00:02:56
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Should cater to people that are trying to watch their weight. Their menu consists of lots of Carbs. Maybe have a vegetarian menu.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#27

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 12:42:28 PM
Last Modified: Friday, April 05, 2019 12:46:48 PM
Time Spent: 00:04:19
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain why:
 Some of the staff is not very courteous or helpful
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 Employees should be given a lower discount or give higher discounts to frequent clients
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#28

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 12:51:55 PM
Last Modified: Friday, April 05, 2019 12:53:23 PM
Time Spent: 00:01:27
IP Address: 172.58.11.83

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Excellent**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#29

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 12:55:24 PM
Last Modified: Friday, April 05, 2019 12:56:13 PM
Time Spent: 00:00:49
IP Address: 66.165.177.8

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an employee of the Miami-Dade Corrections and Rehabilitation Department**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

More healthy selections. More Salad options.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#30

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 1:57:20 PM
Last Modified: Friday, April 05, 2019 2:01:51 PM
Time Spent: 00:04:30
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
If "Poor" was selected, please explain why:
One of the ladies who works there has a terrible attitude, she's indifferent, makes me uncomfortable every time I have to order from her.
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#31

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 2:08:23 PM
Last Modified: Friday, April 05, 2019 2:09:29 PM
Time Spent: 00:01:05
IP Address: 172.58.12.162

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

None

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **No**

Email Address **no**

#32

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 2:08:53 PM
Last Modified: Friday, April 05, 2019 2:13:06 PM
Time Spent: 00:04:12
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 I rated it "Poor" because there is no option for below satisfactory; I truly understand that on Mondays and Tuesdays one has to wait a considerable time, however, why is this so on a Friday afternoon?
- Q4** How would you rate the pricing of the food items offered? **Excellent**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
 I appreciate the discount that we get for being employees of the building.
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments.
- Name **J. David Marte**
 Department/Agency **Interpreters/ Translators Dept.**
 Phone Number **305 548-5352**

#33

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 2:37:24 PM
Last Modified: Friday, April 05, 2019 2:39:21 PM
Time Spent: 00:01:56
IP Address: 107.77.216.63

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**

- Q2** How would you rate the courteousness of the staff? **Satisfactory**

- Q3** How would you rate the promptness of your service? **Satisfactory**

- Q4** How would you rate the pricing of the food items offered? **Satisfactory**

- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**

- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#34

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Friday, April 05, 2019 4:40:40 PM
Last Modified: Friday, April 05, 2019 4:42:18 PM
Time Spent: 00:01:37
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why::
The food always take a long time.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **Other Employee**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#35

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 08, 2019 11:18:38 AM
Last Modified: Monday, April 08, 2019 11:24:19 AM
Time Spent: 00:05:41
IP Address: 50.226.163.222

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The staff is usually very friendly but there are off days. the wait time for food is usually long and most of the time takes longer than our lunch break.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#36

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:27:13 PM
Last Modified: Monday, April 15, 2019 2:31:22 PM
Time Spent: 00:04:09
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
If "Poor" was selected, please explain why:
Very slow and not friendly
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why:
Typically takes too long even when restaurant not full
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#37

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:35:56 PM
Last Modified: Monday, April 15, 2019 2:36:42 PM
Time Spent: 00:00:45
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an employee of the Miami-Dade Corrections and Rehabilitation Department**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#38

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:37:33 PM
Last Modified: Monday, April 15, 2019 2:38:26 PM
Time Spent: 00:00:53
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

very limited menu

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#39

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:38:27 PM
Last Modified: Monday, April 15, 2019 2:39:28 PM
Time Spent: 00:01:00
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **Other Employee**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#40

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:38:26 PM
Last Modified: Monday, April 15, 2019 2:40:35 PM
Time Spent: 00:02:09
IP Address: 12.106.105.138

Page 1

- | | |
|--|---|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Satisfactory |
| Q3 How would you rate the promptness of your service? | Poor,
If "Poor" was selected, please explain why:
long lines cause back-ups when jurors are there |
| Q4 How would you rate the pricing of the food items offered? | Poor,
If "Poor" was selected, please explain why:
Small quantities for the prices (they keep cutting back) |
| Q5 Please describe who you are: | Other Employee |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#41

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:39:36 PM
Last Modified: Monday, April 15, 2019 2:41:28 PM
Time Spent: 00:01:52
IP Address: 12.106.105.138

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain why:
 Sometimes they have a bit of attitude especially when I can't understand them because they don't speak English.
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 They are too expensive.
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#42

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:36:25 PM
Last Modified: Monday, April 15, 2019 2:41:43 PM
Time Spent: 00:05:18
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food?

Satisfactory,
 If "Poor" was selected, please explain
 why::
 it depends on the day and the time and quality is varied

Q2 How would you rate the courteousness of the staff?

Satisfactory,
 If "Poor" was selected, please explain
 why::
 Some appear sullen and unfamiliar with the food options
 other are smiling and friendly - really is hit or miss

Q3 How would you rate the promptness of your service?

Satisfactory

Q4 How would you rate the pricing of the food items offered?

Poor,
 If "Poor" was selected, please explain
 why::
 very high prices - 7 or 8 dollars for one scoop of tuna on 3 oz
 of lettuce

Q5 Please describe who you are:

I am an Attorney

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The cafe closes at 3 which ignores the needs of people in the building. If the prices were more reasonable maybe more people from the building would frequent. The coffee has gotten better since it opened but still is marginal at best. Run out of food often so just not reliable.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#43

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:41:55 PM
Last Modified: Monday, April 15, 2019 2:42:39 PM
Time Spent: 00:00:43
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#44

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:42:43 PM
Last Modified: Monday, April 15, 2019 2:43:30 PM
Time Spent: 00:00:47
IP Address: 207.242.108.178

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an employee of the Miami-Dade County Police Department**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#45

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:44:11 PM
Last Modified: Monday, April 15, 2019 2:44:55 PM
Time Spent: 00:00:44
IP Address: 12.106.105.138

Page 1

- Q1** How would you rate the quality of the food? **Excellent**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Excellent**
- Q4** How would you rate the pricing of the food items offered? **Excellent**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#46

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:38:59 PM
Last Modified: Monday, April 15, 2019 2:45:52 PM
Time Spent: 00:06:52
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 Too expensive for the quality and quantity of food.

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The sandwiches and salads are outrageous for the price, they need to improve. A deli style café will be more accommodating to employees. The planting chips always cold.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#47

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:46:41 PM
Last Modified: Monday, April 15, 2019 2:47:28 PM
Time Spent: 00:00:47
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
-
- Q2** How would you rate the courteousness of the staff? **Poor**
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#48

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:47:26 PM
Last Modified: Monday, April 15, 2019 2:48:18 PM
Time Spent: 00:00:51
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#49

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:48:06 PM
Last Modified: Monday, April 15, 2019 2:49:52 PM
Time Spent: 00:01:46
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

It would be nice to provide other options every now and then.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#50

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:47:49 PM
Last Modified: Monday, April 15, 2019 2:49:53 PM
Time Spent: 00:02:04
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why::
 Taste
 less

Q2 How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain
 why::
 Lack of courtesy

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 Super slow

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain
 why::
 Too high for the quality

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information: Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. Respondent skipped this question

#51

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:45:22 PM
Last Modified: Monday, April 15, 2019 2:50:10 PM
Time Spent: 00:04:47
IP Address: 75.74.74.111

Page 1

Q1 How would you rate the quality of the food?

Poor,
If "Poor" was selected, please explain
why::
Food takes forever to get and when you get it it's cold. Taste is bland and overpriced.

Q2 How would you rate the courteousness of the staff?

Poor,
If "Poor" was selected, please explain
why::
When you place an order it comes out wrong 80% of the time and you don't want to tell them because it will take another eternity to get it made again

Q3 How would you rate the promptness of your service?

Poor,
If "Poor" was selected, please explain
why::
Takes almost 40 min if there is any line.

Q4 How would you rate the pricing of the food items offered?

Poor,
If "Poor" was selected, please explain
why::
Overpriced for what you get.

Q5 Please describe who you are:

**I am a
Bailiff**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Can't count the amount of times we give jurors an hour for lunch and they eat here but come back up with food to eat in hallway because it has taken them 45 min plus.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#52

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:49:54 PM
Last Modified: Monday, April 15, 2019 2:51:45 PM
Time Spent: 00:01:50
IP Address: 172.58.14.225

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why::
 Overly salty, inconsistent, poor choices, and poor service
- Q2** How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain
 why::
 Impolite
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 Long
 wait
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#53

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 2:48:56 PM
Last Modified: Monday, April 15, 2019 2:53:30 PM
Time Spent: 00:04:34
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Excellent**
- Q2** How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain why:
 Not to Friendly
- Q3** How would you rate the promptness of your service? **Satisfactory,**
 If "Poor" was selected, please explain why:
 Line Longs to Order and Take Long to prepare
- Q4** How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 It's Pricey even with employee discount.
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
 They do not have chips always available no substitution for French Fries.
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#54

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:10:13 PM
Last Modified: Monday, April 15, 2019 3:11:35 PM
Time Spent: 00:01:21
IP Address: 66.165.177.8

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Poor**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

hire more bilingual employee

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#55

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:12:51 PM
Last Modified: Monday, April 15, 2019 3:14:43 PM
Time Spent: 00:01:52
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why::
 selection poor, quality mediocre, not enough healthy
 alternatives

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 takes too long

Q4 How would you rate the pricing of the food items
 offered? **Poor,**
 If "Poor" was selected, please explain
 why::
 not worth what you
 pay

Q5 Please describe who you are: **I am a
 Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information:
 Soups, salads, and healthy alternatives would be appreciated.

Q7 Please provide your contact information if you'd like
 to be contacted about your experience or have additional
 comments. **Respondent skipped this question**

#56

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:15:02 PM
Last Modified: Monday, April 15, 2019 3:16:24 PM
Time Spent: 00:01:21
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
If "Poor" was selected, please explain why:
not enough chicken in the wraps, the chicken is overly seasoned.
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#57

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:14:55 PM
Last Modified: Monday, April 15, 2019 3:18:37 PM
Time Spent: 00:03:42
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 no evidence there is management working to expedite food orders. Lines are long at peak hours without a good system in place to speed things up.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#58

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:12:44 PM
Last Modified: Monday, April 15, 2019 3:19:53 PM
Time Spent: 00:07:09
IP Address: 66.165.177.8

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 They could be quicker
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **Other Employee**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
 They should consider food allergies and the cross contamination of food that does not need to be "crossed".
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#59

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:32:49 PM
Last Modified: Monday, April 15, 2019 3:36:58 PM
Time Spent: 00:04:09
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain why:
 bland, the first menu was grate

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Poor**

Q5 Please describe who you are: **Other Employee**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

To slow getting food to guest, 15- 20 min is to long

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#60

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:43:42 PM
Last Modified: Monday, April 15, 2019 3:44:54 PM
Time Spent: 00:01:12
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why:
 watery sandwiches, always out of staples, broken soda machine

Q2 How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain
 why:
 indifferent

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why:
 simple orders take too long and we are on a short clock

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#61

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:43:55 PM
Last Modified: Monday, April 15, 2019 3:48:01 PM
Time Spent: 00:04:06
IP Address: 195.77.54.45

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why::
 Poor selection. Gordo's is an appropriate name because it's
 not very healthy.

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 Very slow

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Bring back Au Bon Pain or something like it. They had a big selection of salads, sandwiches, soups and desserts. Service was quick.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **[REDACTED]**
 Email Address **[REDACTED]**
 Phone Number **[REDACTED]**

#62

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 3:52:59 PM
Last Modified: Monday, April 15, 2019 3:58:15 PM
Time Spent: 00:05:15
IP Address: 73.85.203.30

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain
why::
It is routinely remarkably slow, even when I order soup
(which is already made and need only be ladled out of the
pot). This means they have no triage, they fill orders in the
order they are placed without regard to efficiency.

Q4 How would you rate the pricing of the food items
offered? **Satisfactory**

Q5 Please describe who you are: **I am a
Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

If I compared Gordo to Au Bon Pain, of rate Gordo poor in every category.

Q7 Please provide your contact information if you'd like
to be contacted about your experience or have additional
comments. **Respondent skipped this question**

#63

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 4:11:47 PM
Last Modified: Monday, April 15, 2019 4:12:16 PM
Time Spent: 00:00:29
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#64

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 4:15:21 PM
Last Modified: Monday, April 15, 2019 4:18:34 PM
Time Spent: 00:03:13
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **Yvette Rodriguez**
Department/Agency **COC**
Email Address **yvr@miamidade.gov**
Phone Number **(305) 548-5422**

#65

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 4:33:54 PM
Last Modified: Monday, April 15, 2019 4:36:06 PM
Time Spent: 00:02:11
IP Address: 76.230.237.136

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why:
Always takes long to get food.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
Service needs to get faster
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#66

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 6:25:28 PM
Last Modified: Monday, April 15, 2019 6:26:52 PM
Time Spent: 00:01:24
IP Address: 76.108.32.48

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The selection is poor. They are always out of items. there is not enough variety

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#67

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Monday, April 15, 2019 10:16:24 PM
Last Modified: Monday, April 15, 2019 10:24:11 PM
Time Spent: 00:07:46
IP Address: 108.206.42.66

Page 1

Q1 How would you rate the quality of the food?

Poor,

If "Poor" was selected, please explain why::

The food is subpar. Salads & fresh fruits are not fresh. It's the only restaurant for the entire Miami-Dade Criminal Court building. Jurors cannot get in and out in less than 45-50 minutes at lunch. It is extremely difficult to travel nearby for lunch, given the lack of restaurants in the area and the extreme parking difficulties of the REG community. A better, more efficient restaurant with a higher quality of food is needed.

Q2 How would you rate the courteousness of the staff?

Satisfactory

Q3 How would you rate the promptness of your service?

Poor,

If "Poor" was selected, please explain why::

They are ill-equipped to handle the lunch rush between 11:45 and 1:15pm.

Q4 How would you rate the pricing of the food items offered?

Satisfactory

Q5 Please describe who you are:

I am a Judge

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#68

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 8:03:42 AM
Last Modified: Tuesday, April 16, 2019 8:08:19 AM
Time Spent: 00:04:36
IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Poor**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

There is a need for adequate staffing during peak hours. Wait time in line is too long.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#69

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 8:59:58 AM
Last Modified: Tuesday, April 16, 2019 9:02:30 AM
Time Spent: 00:02:31
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain why:
 I encounter a lady in the front that was just rude. Did ask what sauce. She didn't attempt to get the client to purchase a drink.
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 Mondays, Tuesdays and Wednesdays are extremely busy during lunch time.
- Q4** How would you rate the pricing of the food items offered? **Poor,**
 if "Poor" was selected, please explain why:
 I find that it is expensive.
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
 n/a
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#70

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 9:07:29 AM
Last Modified: Tuesday, April 16, 2019 9:10:36 AM
Time Spent: 00:03:06
IP Address: 205.145.233.130

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Probation Officer**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **n/a**

#71

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 9:40:32 AM
Last Modified: Tuesday, April 16, 2019 9:41:33 AM
Time Spent: 00:01:01
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

no comments

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#72

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 10:17:25 AM
Last Modified: Tuesday, April 16, 2019 10:18:29 AM
Time Spent: 00:01:03
IP Address: 12.106.105.138

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

N/A

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#73

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 10:48:50 AM
Last Modified: Tuesday, April 16, 2019 10:50:23 AM
Time Spent: 00:01:33
IP Address: 174.228.6.254

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Probation Officer**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The bldg needs a restuarant that provides a variety of food for breakfast and lunch....

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#74

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 11:14:14 AM
Last Modified: Tuesday, April 16, 2019 11:19:17 AM
Time Spent: 00:05:03
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
If "Poor" was selected, please explain
why::
Food quality, variety and consistency. Au Bon was 100% better. Jurors, witnesses and lawyers always complain. Get a Jimmy John or Au Bon back.
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain
why::
Inconsistent. Some days the delays are absurd.
- Q4** How would you rate the pricing of the food items offered? **Poor,**
If "Poor" was selected, please explain
why::
For the lack of quality, overpriced.
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
Au Bon was excellent in very area. It was terrible to let them leave.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name

[REDACTED]

Department/Agency

[REDACTED]

Email Address

[REDACTED]

#75

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 11:21:29 AM
Last Modified: Tuesday, April 16, 2019 11:25:22 AM
Time Spent: 00:03:53
IP Address: 12.106.105.138

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Poor**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The menu needs to improve, the service must be more fast and the decoration is awful.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#76

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 11:23:48 AM
Last Modified: Tuesday, April 16, 2019 11:27:14 AM
Time Spent: 00:03:26
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food?

Poor,

If "Poor" was selected, please explain why::

Has been flavorless.

Q2 How would you rate the courteousness of the staff?

Satisfactory

Q3 How would you rate the promptness of your service?

Poor,

If "Poor" was selected, please explain why::

Every time I WENT I waited for a very long time, that is why I don't go there anymore.

Q4 How would you rate the pricing of the food items offered?

Satisfactory

Q5 Please describe who you are:

Other Employee

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#77

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 11:26:37 AM
Last Modified: Tuesday, April 16, 2019 11:30:11 AM
Time Spent: 00:03:33
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor**
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 It takes extremely too long for you to receive your food. Some mornings I've only ordered toast and it took 20 minutes or so to receive it. That's too long!
- Q4** How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain
 why::
 The 7th floor café is much cheaper and at times, my employee ID is displayed and I still do not receive a discount for it.
- Q5** Please describe who you are: **I am a part of the administrative staff for the Courts**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
 Very slow service with a not-so-nice attitude.
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#78

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 11:33:00 AM
Last Modified: Tuesday, April 16, 2019 11:36:22 AM
Time Spent: 00:03:21
IP Address: 107.77.216.199

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why::
 When it opened, it was decent. Now the food tastes bad. Not
 the same quality and very sloppy.

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 Takes forever! I understand the lines may be long, but
 getting the food takes even longer!

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Judge**

Q6 Please provide any comments that you feel may be helpful in collecting this information:
 Environment is not appetizing. They never had enough food in fridge that is ready to go in case you are in a hurry.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#79

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 11:58:47 AM
Last Modified: Tuesday, April 16, 2019 11:59:28 AM
Time Spent: 00:00:40
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor**
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#80

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:01:07 PM
Last Modified: Tuesday, April 16, 2019 12:02:59 PM
Time Spent: 00:01:51
IP Address: 12.106.105.141

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#81

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:04:13 PM
Last Modified: Tuesday, April 16, 2019 12:10:08 PM
Time Spent: 00:05:55
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent,**
if "Poor" was selected, please explain why:
not particularly friendly
- Q3** How would you rate the promptness of your service? **Poor,**
if "Poor" was selected, please explain why:
they take FOREVER to get orders out, even if it is just a cup of soup.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
They need more people preparing the food.
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#82

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:19:56 PM
Last Modified: Tuesday, April 16, 2019 12:20:22 PM
Time Spent: 00:00:26
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#83

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:20:04 PM
Last Modified: Tuesday, April 16, 2019 12:20:54 PM
Time Spent: 00:00:49
IP Address: 172.56.5.223

Page 1

- | | |
|--|---|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Satisfactory |
| Q3 How would you rate the promptness of your service? | Satisfactory |
| Q4 How would you rate the pricing of the food items offered? | Excellent |
| Q5 Please describe who you are: | I am an Attorney |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#84

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:20:43 PM
Last Modified: Tuesday, April 16, 2019 12:21:31 PM
Time Spent: 00:00:47
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#85

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:20:29 PM
Last Modified: Tuesday, April 16, 2019 12:22:09 PM
Time Spent: 00:01:40
IP Address: 107.77.215.58

Page 1

- Q1** How would you rate the quality of the food? **Poor**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#86

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:21:01 PM
Last Modified: Tuesday, April 16, 2019 12:22:51 PM
Time Spent: 00:01:49
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food?	Satisfactory
Q2 How would you rate the courteousness of the staff?	Poor, If "Poor" was selected, please explain why:: Never kind, rarely even make eye contact.
Q3 How would you rate the promptness of your service?	Poor, If "Poor" was selected, please explain why:: SO SLOW!! I contemplate going to get coffee etc. before court but I worry I will be late because service is painfully slow. I've waited 25 minutes for a sandwich before.
Q4 How would you rate the pricing of the food items offered?	Poor, If "Poor" was selected, please explain why:: Coffee rather expensive, lunch items ok.
Q5 Please describe who you are:	I am an Attorney
Q6 Please provide any comments that you feel may be helpful in collecting this information:	Respondent skipped this question
Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.	Respondent skipped this question

#87

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:22:26 PM
Last Modified: Tuesday, April 16, 2019 12:23:24 PM
Time Spent: 00:00:57
IP Address: 174.228.16.156

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory,**
 If "Poor" was selected, please explain why:
 All are great except the one new girl. She always has an attitude.
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 Food takes forever.
- Q4** How would you rate the pricing of the food items offered? **Excellent**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#88

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:22:44 PM
Last Modified: Tuesday, April 16, 2019 12:23:29 PM
Time Spent: 00:00:44
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#89

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:21:13 PM
Last Modified: Tuesday, April 16, 2019 12:23:34 PM
Time Spent: 00:02:21
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Food takes too long to come out.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#90

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:22:01 PM
Last Modified: Tuesday, April 16, 2019 12:24:07 PM
Time Spent: 00:02:06
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food?

Poor,

If "Poor" was selected, please explain

why::

I only ate there once. I wasn't impressed based on cost/value but I can't say if the food is good or bad across the board. No one else I know eats there either. Doesn't get good reviews.

Q2 How would you rate the courteousness of the staff?

Poor,

If "Poor" was selected, please explain

why::

I've been there a few times for coffee. Long line, unreasonably long wait, employees seemed to forget about me because I didn't speak Spanish. I go to 7 now for all my needs.

Q3 How would you rate the promptness of your service?

Poor,

If "Poor" was selected, please explain

why::

See above.

Q4 How would you rate the pricing of the food items offered?

Poor

Q5 Please describe who you are:

I am an
Attorney

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#91

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:24:57 PM
Last Modified: Tuesday, April 16, 2019 12:25:21 PM
Time Spent: 00:00:24
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#92

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:22:18 PM
Last Modified: Tuesday, April 16, 2019 12:25:42 PM
Time Spent: 00:03:24
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Love the food, but the service is really slow =/

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#93

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:24:43 PM
Last Modified: Tuesday, April 16, 2019 12:26:54 PM
Time Spent: 00:02:11
IP Address: 174.228.130.239

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 It always takes too long. I've had to skip eating during trial because it takes too long to get food.

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

?

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **D**

#94

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:22:19 PM
Last Modified: Tuesday, April 16, 2019 12:28:30 PM
Time Spent: 00:06:10
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Excellent**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why:
Service is extremely slow and the workers are not efficient in calling out names of customers whose orders are ready.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#95

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:26:15 PM
Last Modified: Tuesday, April 16, 2019 12:29:40 PM
Time Spent: 00:03:24
IP Address: 174.228.148.154

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain why::
 Little variety. Not well prepared.

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

A provider with a wider menu and tastier food would be much appreciated.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **[REDACTED]**
 Email Address **[REDACTED]**
 Phone Number **[REDACTED]**

#96

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:20:31 PM
Last Modified: Tuesday, April 16, 2019 12:31:16 PM
Time Spent: 00:10:44
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Poor,**
 If "Poor" was selected, please explain
 why::
 Food tastes reheated and greasy. Like food that was fried, refrigerated and microwaved.

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 It takes 25 minutes to order and receive even simple items with no line.

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain
 why::
 Poor quality, and long wait. But better pricing on the 7th floor.

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

I assume that who ever owns this restaurant has never eaten there. Its terrible, and if it were a stand alone restaurant, it would have been closed two months after opening. With the increase in area restaurants I would be surprised if I ever returned.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#97

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:29:51 PM
Last Modified: Tuesday, April 16, 2019 12:31:38 PM
Time Spent: 00:01:46
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
If "Poor" was selected, please explain why::
Very rude customer service/cashiers
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why::
Slow service
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#98

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:31:59 PM
Last Modified: Tuesday, April 16, 2019 12:32:43 PM
Time Spent: 00:00:44
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

N/A

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#99

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:30:13 PM
Last Modified: Tuesday, April 16, 2019 12:33:09 PM
Time Spent: 00:02:55
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 Very slow
- Q4** How would you rate the pricing of the food items offered? **Excellent**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information:
 The coffee service should be faster and more streamlined. Takes 20 mins to get a café con leche
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#100

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:26:19 PM
Last Modified: Tuesday, April 16, 2019 12:35:10 PM
Time Spent: 00:08:51
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#101

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:33:25 PM
Last Modified: Tuesday, April 16, 2019 12:36:33 PM
Time Spent: 00:03:07
IP Address: 172.58.14.222

Page 1

Q1 How would you rate the quality of the food?

Poor,
If "Poor" was selected, please explain why::
Selection is terrible. Food is not made well.

Q2 How would you rate the courteousness of the staff?

Satisfactory

Q3 How would you rate the promptness of your service?

Satisfactory

Q4 How would you rate the pricing of the food items offered?

Excellent

Q5 Please describe who you are:

I am a Judge

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The quality of the food is terrible. They rarely answer the phone. It is ridiculous that they don't allow us to pre-order food for pick up. Worst restaurant this building has had.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#102

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:34:10 PM
Last Modified: Tuesday, April 16, 2019 12:36:36 PM
Time Spent: 00:02:25
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 Long waits for orders

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 Too expensive for the mediocre quality of food

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Food is tasteless. Not many choices. Salads are terrible. Too expensive for mediocre quality. Very long wait for order.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#103

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:36:55 PM
Last Modified: Tuesday, April 16, 2019 12:37:53 PM
Time Spent: 00:00:58
IP Address: 174.228.13.167

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

N/A

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#104

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:41:36 PM
Last Modified: Tuesday, April 16, 2019 12:42:07 PM
Time Spent: 00:00:30
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#105

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:40:53 PM
Last Modified: Tuesday, April 16, 2019 12:42:28 PM
Time Spent: 00:01:34
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why::
It takes far too long to receive food.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#106

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:12:57 PM
Last Modified: Tuesday, April 16, 2019 12:44:11 PM
Time Spent: 00:01:14
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
If "Poor" was selected, please explain why::
It sucks, tastes horrid
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why::
They take forever to make cafe
- Q4** How would you rate the pricing of the food items offered? **Poor,**
If "Poor" was selected, please explain why::
Prices are outrageously high for the crap they serve
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#107

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:45:21 PM
Last Modified: Tuesday, April 16, 2019 12:46:35 PM
Time Spent: 00:01:13
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

I think gordos is great. As someone who doesn't eat meat or dairy, they're always SUPER accommodating to adjusting things for me.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#108

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:50:47 PM
Last Modified: Tuesday, April 16, 2019 12:51:15 PM
Time Spent: 00:00:27
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#109

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:52:32 PM
Last Modified: Tuesday, April 16, 2019 12:53:14 PM
Time Spent: 00:00:41
IP Address: 172.58.11.96

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Poor**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#110

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:57:08 PM
Last Modified: Tuesday, April 16, 2019 12:58:44 PM
Time Spent: 00:01:36
IP Address: 132.147.33.232

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 Always takes a very long time to get food

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Not enough vegetarian or seafood or healthy options

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#111

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:48:10 PM
Last Modified: Tuesday, April 16, 2019 12:59:47 PM
Time Spent: 00:11:36
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food?

Satisfactory

Q2 How would you rate the courteousness of the staff?

Poor,
 If "Poor" was selected, please explain why::
 I rated courteousness as poor due to their lack of planning/awareness. They have two lines (one stated for coffee and the other for food) but you can enter the food line first and they take people in the coffee line who are ordering food and say nothing to the customer like "One minute please" or "hold on." I have stood in line for minutes waiting for someone to acknowledge me only to be consistently passed over until I just leave and go to the 7th floor. I have also stood in front of the cashier waiting for a greeting or acknowledgement of my presence, while they are within arms reach at the register. Sometimes it seems they don't want the business.

Q3 How would you rate the promptness of your service?

Poor,
 If "Poor" was selected, please explain why::
 For the most part I only go in when there is not a large crowd. If a jury is taking lunch I avoid them like the plague. If the line is long I avoid them at all costs. Having said that, the food still too often takes too long to be given, or it can sit in the window while I wait for it and the chasier/service person is fiddling with other stuff. On occasions I have had to ask them for my food or wait until they get around to it.

Q4 How would you rate the pricing of the food items offered?

Satisfactory

Q5 Please describe who you are:

I am an Attorney

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The food and pricing isn't bad, but it could be better. The service is bad and has to be better.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. Respondent skipped this question

#112

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:59:20 PM
Last Modified: Tuesday, April 16, 2019 1:01:10 PM
Time Spent: 00:01:50
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Poor,**
 If "Poor" was selected, please explain why::
 Always short with us; no sense of how long things take.

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why::
 Always incredibly delayed. Everything takes way too long.

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:
 Please go faster. Everything takes way too long. Maybe there aren't enough people in the kitchen? Maybe some foods can be prepared ahead of time?

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#113

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:02:50 PM
Last Modified: Tuesday, April 16, 2019 1:03:28 PM
Time Spent: 00:00:29
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 Very slow

Q4 How would you rate the pricing of the food items offered? **Poor,**
 If "Poor" was selected, please explain why:
 Expensive

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#114

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 12:33:45 PM
Last Modified: Tuesday, April 16, 2019 1:04:45 PM
Time Spent: 00:31:00
IP Address: 65.87.105.3

Page 1

- | | |
|--|---|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Satisfactory |
| Q3 How would you rate the promptness of your service? | Satisfactory |
| Q4 How would you rate the pricing of the food items offered? | Satisfactory |
| Q5 Please describe who you are: | I am an Attorney |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#115

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:04:14 PM
Last Modified: Tuesday, April 16, 2019 1:05:31 PM
Time Spent: 00:01:17
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

very limited menu for many years

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#116

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:06:07 PM
Last Modified: Tuesday, April 16, 2019 1:06:55 PM
Time Spent: 00:00:47
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

I like Gordos. They have a good selection and the prices are very good.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#117

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:05:59 PM
Last Modified: Tuesday, April 16, 2019 1:07:31 PM
Time Spent: 00:01:32
IP Address: 12.106.105.141

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
If "Poor" was selected, please explain why:
Selection of food items is limited. The quality of the food is bad and the service is terrible. This is on a consistent basis.
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am a Judge**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#118

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:12:55 PM
Last Modified: Tuesday, April 16, 2019 1:13:32 PM
Time Spent: 00:00:36
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain
why::
Too few cashiers for too many people during peak hours.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#119

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:19:53 PM
Last Modified: Tuesday, April 16, 2019 1:21:13 PM
Time Spent: 00:01:19
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
If "Poor" was selected, please explain why:
Poor quality quesadillas and all fried food is excessively greasy.
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#120

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:24:58 PM
Last Modified: Tuesday, April 16, 2019 1:25:43 PM
Time Spent: 00:00:44
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Perhaps add iced coffee options

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#121

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:39:56 PM
Last Modified: Tuesday, April 16, 2019 1:41:10 PM
Time Spent: 00:01:13
IP Address: 107.77.216.18

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain
 why::
 Depending on the day it takes a while to get my
 coffee

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

N/A

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name **N/A**

#122

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:40:31 PM
Last Modified: Tuesday, April 16, 2019 1:41:41 PM
Time Spent: 00:01:10
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food?

Poor,
 If "Poor" was selected, please explain why::
 Food is not just edible.

Q2 How would you rate the courteousness of the staff?

Satisfactory

Q3 How would you rate the promptness of your service?

Satisfactory

Q4 How would you rate the pricing of the food items offered?

Poor,
 If "Poor" was selected, please explain why::
 The prices are very expensive and out of proportion for the quality of the food.

Q5 Please describe who you are:

I am an Attorney

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#123

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:41:58 PM
Last Modified: Tuesday, April 16, 2019 1:42:35 PM
Time Spent: 00:00:37
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#124

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:45:23 PM
Last Modified: Tuesday, April 16, 2019 1:52:16 PM
Time Spent: 00:06:53
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Poor,**
If "Poor" was selected, please explain why:
Many workers seem indifferent to customers, especially if you don't speak Spanish
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why:
They are just slow
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#125

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 1:54:38 PM
Last Modified: Tuesday, April 16, 2019 1:55:16 PM
Time Spent: 00:00:38
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Satisfactory,**
If "Poor" was selected, please explain why::
A little on the slow side.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#126

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 2:09:05 PM
Last Modified: Tuesday, April 16, 2019 2:11:23 PM
Time Spent: 00:02:17
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Poor,**
 If "Poor" was selected, please explain why:
 It takes a long time to get food and sometimes it sits in the window for a while before it's served. Also there are two lines for ordering in which one line will have to wait for 3-4 people to be called from grab and go line, before calling 1 person from the ordering line.
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#127

COMPLETE

Collector: Web Link 1 (Web Link)
 Started: Tuesday, April 16, 2019 2:08:20 PM
 Last Modified: Tuesday, April 16, 2019 2:17:54 PM
 Time Spent: 00:09:33
 IP Address: 66.165.177.7

Page 1

Q1 How would you rate the quality of the food?

Poor,
 If "Poor" was selected, please explain why:
 Whenever I order fried chicken, I can smell the "chicken" it smells raw.

Q2 How would you rate the courteousness of the staff?

Poor,
 If "Poor" was selected, please explain why:
 They don't greet customers. Sometimes they seem bothered when you ask them questions about your order.

Q3 How would you rate the promptness of your service?

Poor,
 If "Poor" was selected, please explain why:
 My break is 15 minutes, for some reason I always exceed that time frame and have to explain to my supervisor as to why I am late returning from buying food.

Q4 How would you rate the pricing of the food items offered?

Satisfactory

Q5 Please describe who you are:

I am a part of the administrative staff for the Courts

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The food sometimes is over cooked ex. chicken tenders.
 I order egg whites and spinach on a wrap and they put everything separately.....that's not how I wanted my food.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

#128

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 2:20:26 PM
Last Modified: Tuesday, April 16, 2019 2:21:04 PM
Time Spent: 00:00:38
IP Address: 65.87.105.3

Page 1

- | | |
|--|---|
| Q1 How would you rate the quality of the food? | Satisfactory |
| Q2 How would you rate the courteousness of the staff? | Satisfactory |
| Q3 How would you rate the promptness of your service? | Satisfactory |
| Q4 How would you rate the pricing of the food items offered? | Satisfactory |
| Q5 Please describe who you are: | I am an Attorney |
| Q6 Please provide any comments that you feel may be helpful in collecting this information: | Respondent skipped this question |
| Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. | Respondent skipped this question |

#129

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 2:38:30 PM
Last Modified: Tuesday, April 16, 2019 2:39:25 PM
Time Spent: 00:00:54
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Poor,**
If "Poor" was selected, please explain why::
The food quality and variety could be better.
- Q2** How would you rate the courteousness of the staff? **Satisfactory**
- Q3** How would you rate the promptness of your service? **Satisfactory**
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#130

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 3:17:28 PM
Last Modified: Tuesday, April 16, 2019 3:22:42 PM
Time Spent: 00:05:13
IP Address: 65.87.105.3

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Q1 How would you rate the quality of the food?

Poor.
 If "Poor" was selected, please explain why:
 First the scrambled eggs are microwaved. If that is not bad enough, they are over done in the microwave. Second, there are very few gluten free options, everything has bread. Third, please make available salads with green lettuce. I would love to see a spring mix or something other than yellow romaine.

Q2 How would you rate the courteousness of the staff?

Satisfactory

Q3 How would you rate the promptness of your service?

Satisfactory

Q4 How would you rate the pricing of the food items offered?

Satisfactory

Q5 Please describe who you are:

I am an Attorney

Q6 Please provide any comments that you feel may be helpful in collecting this information:

It would be nice to have other options other than Cuban Cuisine. Not that I don't like Cuban food, just everyday, ja ja

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Name

[REDACTED]

Phone Number

[REDACTED]

#131

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 3:19:24 PM
Last Modified: Tuesday, April 16, 2019 3:26:19 PM
Time Spent: 00:06:54
IP Address: 174.228.18.121

Page 1

Q1 How would you rate the quality of the food? **Excellent**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a Probation Officer**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

The food is good, but it would be nice if the prices were just a little lower...as much as possible without sacrificing quality.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#132

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 3:32:13 PM
Last Modified: Tuesday, April 16, 2019 3:32:39 PM
Time Spent: 00:00:25
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**
- Q2** How would you rate the courteousness of the staff? **Excellent**
- Q3** How would you rate the promptness of your service? **Poor,**
If "Poor" was selected, please explain why:
extremely slow
- Q4** How would you rate the pricing of the food items offered? **Satisfactory**
- Q5** Please describe who you are: **I am an Attorney**
- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**
- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#133

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 3:59:35 PM
Last Modified: Tuesday, April 16, 2019 4:00:22 PM
Time Spent: 00:00:47
IP Address: 12.106.105.141

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Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Poor**

Q3 How would you rate the promptness of your service? **Poor**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am a part of the administrative staff for the Courts**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#134

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 3:57:33 PM
Last Modified: Tuesday, April 16, 2019 4:08:15 PM
Time Spent: 00:10:42
IP Address: 65.87.105.3

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Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information:

None.

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#135

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 5:04:12 PM
Last Modified: Tuesday, April 16, 2019 5:04:34 PM
Time Spent: 00:00:21
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Excellent**

Q3 How would you rate the promptness of your service? **Excellent**

Q4 How would you rate the pricing of the food items offered? **Excellent**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#136

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 5:12:14 PM
Last Modified: Tuesday, April 16, 2019 5:12:40 PM
Time Spent: 00:00:25
IP Address: 65.87.105.3

Page 1

- Q1** How would you rate the quality of the food? **Satisfactory**

- Q2** How would you rate the courteousness of the staff? **Poor**

- Q3** How would you rate the promptness of your service? **Satisfactory**

- Q4** How would you rate the pricing of the food items offered? **Satisfactory**

- Q5** Please describe who you are: **I am an Attorney**

- Q6** Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

- Q7** Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#137

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 5:35:06 PM
Last Modified: Tuesday, April 16, 2019 5:36:05 PM
Time Spent: 00:00:59
IP Address: 65.87.105.3

Page 1

Q1 How would you rate the quality of the food? **Satisfactory**

Q2 How would you rate the courteousness of the staff? **Satisfactory**

Q3 How would you rate the promptness of your service? **Satisfactory**

Q4 How would you rate the pricing of the food items offered? **Satisfactory**

Q5 Please describe who you are: **I am an Attorney**

Q6 Please provide any comments that you feel may be helpful in collecting this information: **Respondent skipped this question**

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments. **Respondent skipped this question**

#138

COMPLETE

Collector: Web Link 1 (Web Link)
Started: Tuesday, April 16, 2019 8:29:44 PM
Last Modified: Tuesday, April 16, 2019 8:34:00 PM
Time Spent: 00:04:16
IP Address: 71.206.95.123

Page 1

Q1 How would you rate the quality of the food?

Poor,
 If "Poor" was selected, please explain why:
 Very limited vegetarian / vegan options, advertise iced coffee drinks but just pour hot coffee over ice

Q2 How would you rate the courteousness of the staff?

Satisfactory,
 If "Poor" was selected, please explain why:
 they aren't great, but . .

Q3 How would you rate the promptness of your service?

Poor,
 If "Poor" was selected, please explain why:
 often they cannot keep up with lunch rush

Q4 How would you rate the pricing of the food items offered?

Satisfactory

Q5 Please describe who you are:

I am an Attorney

Q6 Please provide any comments that you feel may be helpful in collecting this information:

Respondent skipped this question

Q7 Please provide your contact information if you'd like to be contacted about your experience or have additional comments.

Respondent skipped this question

Attachment 3

SECRET SHOPPERS

Secret Shoppers Survey Results
Gordo's Café, Richard E. Gerstein Building
1351 NW 12 Street, Ground Level, Miami, Florida

March 25, 2019 to March 29, 2019

Ratings	Secret Shopper 1	Secret Shopper 2	Secret Shopper 3	Secret Shopper 4
How would you rate the quality of your food?	Excellent	Above Average	Not available	Optional
How would you rate the staff's quality of service, courteousness, and willingness to assist?	Excellent	Excellent		
How would you rate the value of your meal?	Excellent	Above Average		
How would you rate the restaurant overall?	Excellent	Excellent		
How likely are you to recommend Gordo's Café to colleagues?	Likely	Likely		
What other nearby food locations do you frequently visit?	No Response Received	No Response Received		
Date of Visit:	3/27/2019	3/25/2019		
Time of Visit:	12:40 p.m.	12:43 p.m.		
Wait time to get served:	7 minutes	7 minutes		



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 3/27/19
Rater's Name: Secret Shopper #1
Time of Visit: on a Wednesday
What time did you place your order: 12:40 How long was the wait time to get your meal: 7 minutes
What did you order? South Beach wrap
How much was your meal? \$ 7.22

1. How would you rate the quality of your food?
Excellent Above Average Satisfactory Below Satisfactory Poor
2. How would you rate the staff's quality of service, courteousness, and willingness to assist?
Excellent Above Average Satisfactory Below Satisfactory Poor
3. How would you rate the value of your meal?
Excellent Above Average Satisfactory Below Satisfactory Poor
4. How would you rate the restaurant overall?
Excellent Above Average Satisfactory Below Satisfactory Poor
5. How likely are you to recommend Gordo's Café to colleagues?
Likely Not Likely

What other nearby food locations do you frequently visit?
Seventh Floor Snack Bar Hot Dog Vendors Other (please list)

Comments Regarding Your Visit: The time in the cash register is incorrect my receipt time is incorrect.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mgarci@miamidade.gov
Phone: 305-375-1152



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 3-25-19
Rater's Name: Secret Shopper #2
Time of Visit: 12:42 p.m.
What time did you place your order: 12:43 How long was the wait time to get your meal: 7 minutes
What did you order? Chicken fingers with fries, soda, and colada
How much was your meal? \$ 9.72

- How would you rate the quality of your food?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the staff's quality of service, courteousness, and willingness to assist?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the value of your meal?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the restaurant overall?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How likely are you to recommend Gordo's Café to colleagues?
Likely Not Likely

What other nearby food locations do you frequently visit?

Seventh Floor Snack Bar Hot Dog Vendors Other (please list) UM Hospital

Comments Regarding Your Visit: Despite the restaurant being full, my visit on the above date was in and out.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mgarci@miamidade.gov
Phone: 305-375-1152

Secret Shoppers Survey Results
Gordo's Café, Richard E. Gerstein Building
1351 NW 12 Street, Ground Level, Miami, Florida

April 1, 2019 to April 5, 2019

Ratings	Secret Shopper 1	Secret Shopper 2	Secret Shopper 3	Secret Shopper 4 Optional
How would you rate the quality of your food?	Satisfactory	Above Average	Above Average	
How would you rate the staff's quality of service, courteousness, and willingness to assist?	Satisfactory	Excellent	Excellent	
How would you rate the value of your meal?	Above Average	Above Average	Above Average	
How would you rate the restaurant overall?	Above Average	Excellent	Satisfactory	
How likely are you to recommend Gordo's Café to colleagues?	Likely	Likely	Likely	
What other nearby food locations do you frequently visit?	No Response Received	No Response Received	No Response Received	
Date of Visit:	4/2/2019	4/9/2019	4/1/2019	
Time of Visit:	12:35 p.m.	10:39 a.m.	11:49 a.m.	
Wait time to get served:	15 minutes	6 minutes	6 minutes	



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 4/2/19

Rater's Name: Secret Shopper #1

Time of Visit: Afternoon

What time did you place your order: 12:35 How long was the wait time to get your meal: 15 minutes

What did you order? Grilled Chicken Sandwich with Caesar salad

How much was your meal? \$ 7.22

- 1. How would you rate the quality of your food? Excellent ___ Above Average ___ Satisfactory [checked] Below Satisfactory ___ Poor ___
2. How would you rate the staff's quality of service, courteousness, and willingness to assist? Excellent ___ Above Average ___ Satisfactory [checked] Below Satisfactory ___ Poor ___
3. How would you rate the value of your meal? Excellent ___ Above Average [checked] Satisfactory ___ Below Satisfactory ___ Poor ___
4. How would you rate the restaurant overall? Excellent ___ Above Average [checked] Satisfactory ___ Below Satisfactory ___ Poor ___
5. How likely are you to recommend Gordo's Cafe to colleagues? Likely [checked] Not Likely ___

What other nearby food locations do you frequently visit?
Seventh Floor Snack Bar ___ Hot Dog Vendors ___ Other (please list) ___

Comments Regarding Your Visit:
Place order over phone. Cashier was not friendly. Cashier Registrar is still not right time on receipts incorrect.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mcgarci@miamidade.gov
Phone: 305-375-1152



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 4-9-19
Rater's Name: Secret Shopper #2
Time of Visit: 10:37 a.m.
What time did you place your order: 10:39 How long was the wait time to get your meal: 6 minutes
What did you order? Wheat toast with cream chesse & cortadito
How much was your meal? \$4.01

- How would you rate the quality of your food?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the staff's quality of service, courteousness, and willingness to assist?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the value of your meal?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the restaurant overall?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How likely are you to recommend Gordo's Café to colleagues?
Likely Not Likely

What other nearby food locations do you frequently visit?
Seventh Floor Snack Bar Hot Dog Vendors Other (please list) Starbucks

Comments Regarding Your Visit: Cafe was a bit stronger than requested, but I was able to consume it.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mgarci@miamidade.gov
Phone: 305-375-1152



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 04/01/2019
Rater's Name: Secret Shopper #3
Time of Visit: 11:49 am
What time did you place your order: 11:55am How long was the wait time to get your meal: 6 minutes
What did you order? Pesto Pasta with Chicken and (1) Bottle Water
How much was your meal? \$10.43

- 1. How would you rate the quality of your food? Excellent Above Average X Satisfactory Below Satisfactory Poor
2. How would you rate the staff's quality of service, courteousness, and willingness to assist? Excellent X Above Average Satisfactory Below Satisfactory Poor
3. How would you rate the value of your meal? Excellent Above Average X Satisfactory Below Satisfactory Poor
4. How would you rate the restaurant overall? Excellent Above Average Satisfactory X Below Satisfactory Poor
5. How likely are you to recommend Gordo's Cafe to colleagues? Likely X Not Likely

What other nearby food locations do you frequently visit?
Seventh Floor Snack Bar Hot Dog Vendors Other (please list)

Comments Regarding Your Visit: The food portion was great but food was warm, not hot. The food tasted great. The food container is microwaveable and offers a lid to allow the option to takeout or take home/office the left overs. The Food menu on display does not provide prices for the available drinks in their refrigerator. It only provides prices for fountain drinks @ \$1.50/each. No specialty drinks are provided. I had to wait 5 minutes for available seating. Departed at 12:25pm

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mcgarci@miamidade.gov
Phone: 305-375-1152

Secret Shopper Survey Results
Gordo's Café, Richard E. Gerstein Building
1351 NW 12 Street, Ground Level, Miami, Florida

April 8, 2019 to April 12, 2019

Ratings	Secret Shopper 1	Secret Shopper 2	Secret Shopper 3	Secret Shopper 4
How would you rate the quality of your food?	Not available	Above Average	Satisfactory	Optional
How would you rate the staff's quality of service, courteousness, and willingness to assist?		Excellent	Excellent	
How would you rate the value of your meal?		Above Average	Satisfactory	
How would you rate the restaurant overall?		Excellent	Above Average	
How likely are you to recommend Gordo's Café to colleagues?		Likely	Likely	
What other nearby food locations do you frequently visit?		No Response Received	No Response Received	
Date of Visit:	3/27/2019	3/25/2019		
Time of Visit:	12:40 p.m.	12:43 p.m.		
Wait time to get served:	7 minutes	7 minutes		



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 04/12/2019

Rater's Name: 3

Time of Visit: 8:28am

What time did you place your order: 8:32am How long was the wait time to get your meal: 4 minutes

What did you order? Wheat egg sandwich (added: onion, spinach, and cheese) and a cafe con leche

How much was your meal? \$7.42

- 1. How would you rate the quality of your food? Excellent Above Average Satisfactory X Below Satisfactory Poor
2. How would you rate the staff's quality of service, courteousness, and willingness to assist? Excellent X Above Average Satisfactory Below Satisfactory Poor
3. How would you rate the value of your meal? Excellent Above Average Satisfactory X Below Satisfactory Poor
4. How would you rate the restaurant overall? Excellent Above Average X Satisfactory Below Satisfactory Poor
5. How likely are you to recommend Gordo's Cafe to colleagues? Likely X Not Likely

What other nearby food locations do you frequently visit?

Seventh Floor Snack Bar Hot Dog Vendors Other (please list)

Comments Regarding Your Visit: Food was warm and served well packaged. The onion was caramelized and cut too big. They should mentioned on the board how the spinach and onions are cooked and give the options to have it raw or cooked. The wheat bread was soft and tasted great.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mcgarci@miamidade.gov
Phone: 305-375-1152



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 4-9-19
Rater's Name: Secret Shopper #2
Time of Visit: 10:37 a.m.
What time did you place your order: 10:39 How long was the wait time to get your meal: 6 minutes
What did you order? Wheat toast with cream chesse & cortadito
How much was your meal? \$4.01

- How would you rate the quality of your food?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the staff's quality of service, courteousness, and willingness to assist?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the value of your meal?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the restaurant overall?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How likely are you to recommend Gordo's Café to colleagues?
Likely Not Likely

What other nearby food locations do you frequently visit?
Seventh Floor Snack Bar Hot Dog Vendors Other (please list) Starbucks
Comments Regarding Your Visit: Cafe was a bit stronger than requested, but I was able to consume it.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mgarci@miamidade.gov
Phone: 305-375-1152

Secret Shoppers Survey Results				
Gordo's Café, Richard E. Gerstein Building 1351 NW 12 Street, Ground Level, Miami, Florida			April 15, 2019 to April 19, 2019	
Ratings	Secret Shopper 1	Secret Shopper 2	Secret Shopper 3	Secret Shopper 4
How would you rate the quality of your food?	Excellent	Excellent	Not available	Optional
How would you rate the staff's quality of service, courteousness, and willingness to assist?	Excellent	Excellent		
How would you rate the value of your meal?	Excellent	Excellent		
How would you rate the restaurant overall?	Excellent	Excellent		
How likely are you to recommend Gordo's Café to colleagues?	Likely	Likely		
What other nearby food locations do you frequently visit?	No Response Received	No Response Received		
Date of Visit:	4/16/2019	4/15/2019		
Time of Visit:	8:09 a.m.	10:32 a.m.		
Wait time to get served:	7 minutes	6 minutes		



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 4/16/2019

Rater's Name: Secret Shopper 1

Time of Visit: 8:09

What time did you place your order: 8:09 How long was the wait time to get your meal: 7 minutes

What did you order? Egg sandwich croissant and oatmeal bowl

How much was your meal? \$ 8.90

- How would you rate the quality of your food?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the staff's quality of service, courteousness, and willingness to assist?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the value of your meal?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How would you rate the restaurant overall?
Excellent Above Average Satisfactory Below Satisfactory Poor
- How likely are you to recommend Gordo's Café to colleagues?
Likely Not Likely

What other nearby food locations do you frequently visit?

Seventh Floor Snack Bar Hot Dog Vendors Other (please list) Jays cafe (State Attorney's Office)

Comments Regarding Your Visit: Time on card's receipt is not correct
There were alot of people inside. A little worry I might not
get my food on time before clocking in but it was pretty fast
 faster than the attention here.

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mgarci@miamidade.gov
Phone: 305-375-1152



SECRET SHOPPER REPORT
Quality Monitoring Program

Date of Visit to Gordo's Cafe: 4-15-19
Rater's Name: Secret Shopper 2
Time of Visit: 10:32 A.M.
What time did you place your order: How long was the wait time to get your meal: 6 minutes
What did you order? wheat Toast and Side of Bacon
How much was your meal? \$4.57

- 1. How would you rate the quality of your food? Excellent [checked] Above Average Satisfactory Below Satisfactory Poor
2. How would you rate the staff's quality of service, courteousness, and willingness to assist? Excellent [checked] Above Average Satisfactory Below Satisfactory Poor
3. How would you rate the value of your meal? Excellent Above Average [checked] Satisfactory Below Satisfactory Poor
4. How would you rate the restaurant overall? Excellent [checked] Above Average Satisfactory Below Satisfactory Poor
5. How likely are you to recommend Gordo's Café to colleagues? Likely [checked] Not Likely

What other nearby food locations do you frequently visit?
Seventh Floor Snack Bar [checked] Hot Dog Vendors Other (please list) Dunkin Donuts
Comments Regarding Your Visit: Great service

Internal Services Department
Attn: Margaret Araujo, Real Estate Development Division
Email: mcgarci@miamidade.gov
Phone: 305-375-1152