

# Food Survey 2009 Results Summary

## How do you currently use the facilities?









1. Where do you eat most often? Kde většinou jíte? Где вы чаще всего питаетесь на работе?		Response Percent	Response Total
1	Restaurant / Restaurace / Ресторан	31.7%	73
2	Cafe / Café / Кафетерий	43.5%	100
3	Terrace / Terasa / Терраса	9.1%	21
4	Kitchenette / Kuchyňka / Кухни на этажах	2.2%	5
5	Desk / Pracovní stůl / Мой рабочий стол	10.9%	25
6	Off-site / Mimo budovu / Вне здания РФЕРЛ	0%	0
7	Other / Jiné / Другое место:	2.6%	6
<b>Text Answers for (Other / Jiné / Другое место):</b>			
1 (874493)	Cafe and Terrace can be the same thing. I often get food at the Cafe and eat it on the Terrace.		
2 (876863)	at home		
3 (877200)	Cafe for breakfast, restaurant for lunch		
4 (877775)	Kdyz je hezky, tak na terase, jinak v restauraci. / When the weather is nice then on the terrace else in the restaurant.		
5 (878230)	<i>Skipped</i>		
6 (898857)	Cafe most, terrace is a close second. Kitchenette never, restaurant almost never - they're not nice.		
Statistics based on <b>230</b> respondent(s).			<b>9</b> skipped.

2. How often do you go to the restaurant? Jak často chodíte do restaurace? Как часто вы ходите в ресторан?		Response Percent	Response Total
1	Never / Nikdy / Никогда	24.3%	56
2	Every couple of months / Každých pár měsíců / Раз в пару месяцев	17.8%	41
3	Less than once per week / Méně než 1 týdně / Менее чем раз в неделю	13.9%	32
4	1 to 3 times per week / 1-3x týdně / 1 - 3 раза в неделю	17.4%	40
5	4 or 5 times per week / 4-5x týdně / 4 - 5 раз в неделю	24.8%	57
6	More than 5 times per week / Více než 5x týdně / Чаше чем 5 раз в неделю	1.7%	4
Statistics based on <b>230</b> respondent(s).			<b>9</b> skipped.

3. How often do you go to the Cafe? Jak často chodíte do Café? Как часто вы посещаете кафетерий?			Response Percent	Response Total
1	Never / Nikdy / Никогда		0.4%	1
2	Every couple of months / Každých pár měsíců / Раз в пару месяцев		1.7%	4
3	Less than once per week / Méně než 1x týdně / Менее чем раз в неделю		3%	7
4	1 to 3 times per week / 1-3x týdně / 1-3 раза в неделю		15.6%	36
5	4 or 5 times per week / 4-5x týdně / 4-5 раз в неделю		29%	67
6	More than 5 times per week / Více než 5x týdně / Чаще чем 5 раз в неделю		50.2%	116
Statistics based on <b>231</b> respondent(s).			<b>8</b> skipped.	

## Restaurant / Restaurace

4. When and why do you tend to go to the restaurant? (check all that apply) Kdy a z jakého důvodu chodíte do restaurace? (označte vše platné) Когда и почему вы ходите в ресторан? (отметьте все подходящее)					
	before 9am / před 9.00 / до 9.00	9.00-12.00	12.00-14.00	14.00-17.00	after 17.00 / po 17.00 / После 17.00
Meal / Jídlo / Поесть	3.57% ( 6 )	6.55% ( 11 )	74.4% ( 125 )	9.52% ( 16 )	5.95% ( 10 )
Snack / Svačina / Перекусить	18.75% ( 6 )	21.88% ( 7 )	18.75% ( 6 )	15.62% ( 5 )	25% ( 8 )
Coffee, tea / Káva, čaj / На чай-кофе	14.63% ( 6 )	17.07% ( 7 )	17.07% ( 7 )	36.59% ( 15 )	14.63% ( 6 )
Conversation / Konverzace / Для общения	8% ( 2 )	8% ( 2 )	60% ( 15 )	12% ( 3 )	12% ( 3 )
Take away food / Jídlo s sebou / Покупаю еду на вынос	10% ( 3 )	6.67% ( 2 )	40% ( 12 )	16.67% ( 5 )	26.67% ( 8 )
Statistics based on <b>164</b> respondent(s)					<b>19</b> skipped.

5. What do you appreciate the most about the restaurant? (check all that apply) Co se vám na restauraci líbí nejvíce? (označte vše platné) Что вам больше всего нравится в ресторане? (отметьте все подходящее)		Response Percent	Response Total
Atmosphere, design / Atmosféra, design / Атмосфера/Интерьер		6.9%	11
Food-quality / Kvalita jídla / Еда- качество		29.6%	47
Food-selection / Výběr jídel / Еда – выбор		22%	35
Price / Cena / Цены		58.5%	93
Location / Lokace / Расположение		12.6%	20
Staff / Obsluha / Обслуживание		48.4%	77
Opening hours / Otvírací hodiny / Часы работы		15.1%	24
Other / Jiné / Другое (или комментарии):		12.6%	20
<b><u>Text Answers for (Other / Jiné / Другое (или комментарии):)</u></b>			
<b>1</b> (874449)	privacy		
<b>2</b> (874458)	<i>Skipped</i>		
<b>3</b> (874426)	less crowded		
<b>4</b> (874444)	More privacy than in the cafe/terrace, no waiting in long lines, cleanliness, my lunch partners prefer to go to the restaurant		
<b>5</b> (874503)	Quiet environment		
<b>6</b> (874521)	I rarely go to the restaurant		
<b>7</b> (874598)	only go when I have to go with fellow Czech friends		
<b>8</b> (874658)	Do restaurace chodim velmi zridka, davam prednost kafererii / Seldom I go to the restaurant. I prefer café to restaurant.		
<b>9</b> (874531)	People will not come up to me while I am eating in the restaurant and discuss work issues. If eating in the buffet other staff members will come up to me to discuss work issues while having lunch because the atmosphere is less formal.		
<b>10</b> (874924)	The fact that what you want to eat is served		
<b>11</b> (875072)	V restauraci postradam velke hodiny / I miss some wall clock in the restaurant		
<b>12</b> (875346)	None of the above		
<b>13</b> (876863)	every thing is bad. quality is very bad. you serve kid`s portion for adult. taste is horrible...staff not bad		
<b>14</b> (877003)	I stopped appreciate restaurant. The most of food there is too rich of fat.		
<b>15</b> (877075)	уже ничего / Nothing else.		
<b>16</b>	Not so crowded and loud as the cafe		

(877200)	
<b>17</b> (878733)	I can have tea with a slice of lemon from a china cup, poured from a teapot, and there is space on the table for all this paraphernalia.
<b>18</b> (880538)	speed of services on ready made food
<b>19</b> (886716)	I find the restaurant to be sterile and only go to be with colleagues during lunch.
<b>20</b> (894397)	Large tables - having lunch with friends

Statistics based on **159** respondent(s) **80** skipped.

## Cafe / Café

### 6. When and why do you tend to go to the cafe? (check all that apply)

**Kdy a z jakého důvodu chodíte do café (označte vše platné).**

**Когда и почему вы ходите в кафетерий? (отметьте все подходящее)**








	before 9am / před 9.00 / до 9.00	9.00-12.00	12.00- 14.00	14.00- 17.00	after 17.00 / po 17.00 / После 17.00
Meal / Jídlo / Поесть	10.84% ( 22 )	13.3% ( 27 )	52.71% ( 107 )	13.79% ( 28 )	9.36% ( 19 )
Snack / Svačina / Перекусить	18% ( 36 )	25.5% ( 51 )	12% ( 24 )	35.5% ( 71 )	9% ( 18 )
Coffee, tea / Káva, čaj / На чай-кофе	17.32% ( 44 )	26.77% ( 68 )	14.96% ( 38 )	31.1% ( 79 )	9.84% ( 25 )
Conversation / Konverzace / Для общения	7.55% ( 8 )	16.04% ( 17 )	31.13% ( 33 )	32.08% ( 34 )	13.21% ( 14 )
Take away food / Jídlo s sebou / Покупаю еду на вынос	13.91% ( 16 )	14.78% ( 17 )	25.22% ( 29 )	26.09% ( 30 )	20% ( 23 )
Vending machines / Automaty / Покупаю еду в автоматах	11.94% ( 8 )	13.43% ( 9 )	10.45% ( 7 )	22.39% ( 15 )	41.79% ( 28 )


Statistics based on **225** respondent(s) **13** skipped.

### 7. What do you appreciate the most about the cafe? (check all that apply)




**Co se vám na café líbí nejvíce? (označte vše platné)**

**Что вам больше всего нравится в кафетерии? (отметьте все подходящее)**

		Response Percent	Response Total
Atmosphere, design / Atmosféra, design / Атмосфера/Интерьер		71.9%	161
Food-quality / Kvalita jídla / Еда- качество		45.1%	101
Food-selection / Výběr jídel / Еда - выбор		62.9%	141
Price / Cena / Цены		20.1%	45
Location / Lokace / Расположение		49.1%	110
Staff / Obsluha / Обслуживание		25.9%	58
Opening hours / Otvírací hodiny / Часы работы		25.9%	58

Other / Jiné / Другое (или комментарии):		5.8%	13
<b>Text Answers for (Other / Jiné / Другое (или комментарии):)</b>			
1 (874421)	Skipped		
2 (874449)	deck		
3 (874481)	Terasa		
4 (874521)	Buffet style is so much better		
5 (874549)	Ability to select the food is the most important factor, not only set meals.		
6 (874505)	Skipped		
7 (875002)	vyber / Food selection		
8 (876619)	Good to talk with colleagues		
9 (876762)	Needs of vegetarians are not respected properly		
10 (876863)	snacks are very bad. breakfast is ok. lunch not bad, could be better (not enough options), for eve and night shift there is nothing!		
11 (877163)	good food choice for vegetarians during a lunch time		
12 (877175)	Categories: Vegerterian, Halal, Sea Foods, Asian		
13 (894243)	It's the only plscet where you can get a water, iced tea or a roll in the morning.		
Statistics based on <b>224</b> respondent(s) <b>15</b> skipped.			

## How would you LIKE to use the facilities?

8. What is your general sense about our food facilities? (check all that apply) <b>Jaký je váš celkový pocit ze stravování v naší společnosti? (označte vše platné)</b> <b>Как вы оцениваете в общем питание в РФЕРЛ? (отметьте все подходящее)</b>		Response Percent	Response Total
I'm satisfied / Jsem spokojen(á) / Я удовлетворен нынешним уровнем питания		36.9%	82
We can improve (see below) / Mohlo by se zlepšit (viz. následující otázka) / Кое-что можно изменить (см. ниже)		63.1%	140
We need a whole new option, other than restaurant, cafe, kitchenettes and vending machines, namely / Potřebujeme něco zcela nového, jiného než restauraci, cafe, kuchyňku a automaty na jídlo. Konkrétně / Нам нужен совсем другой способ организации питания, как например:		9.9%	22

**Text Answers for (We need a whole new option, other than restaurant, cafe, kitchenettes and vending machines, namely / Potřebujeme něco zcela nového, jiného než restauraci, cafe, kuchyňky a automaty na jídlo. Konkrétně / Нам нужен совсем другой способ организации питания, как например:)**

1 (874449)	serve sandwiches, salad, snack food only in cafe, main meals in restaurant (with take away); better design in restaurant; plants on deck
2 (874454)	I think the provider can hardly do a better job. The staff is great, the selection of food wide and meals tasty!
3 (874491)	Resturant with waiters is unnecessary expense when self serve lines are acceptable as in the cafe.
4 (874547)	<i>Skipped</i>
5 (874535)	there are no food serving trays in the self-service cafe. It is nearly impossible to carry a full size meal with drinks to and from cash counter. It causes crowded counter lines (customers place the plate on the counter and go back to grab sidedishes etc.).
6 (874745)	<i>Skipped</i>
7 (874836)	<i>Skipped</i>
8 (874794)	В Ресторане питание плохое - потому все ходят в буфет. К тому же обстановка в ретсоране напоминает мне лично БОЛЬНИЦУ. / The food selection is bad in the restaurant. That is why all go to Cafe. Additionally, the design of the restaurant reminds me a hospital.
9 (875002)	dlouha fronta na placeni v kafe, nejsou podnosy, jidlo studene, nez zaplatis / There are long lines at the counter in café, there are no trays, meal is cold by the time you can pay at the counter
10 (874488)	but I liked the restaurant in the old building more
11 (875823)	less or no fat food plus offering food from countries of our employees
12 (876762)	As I mentioned the food is heavily oriented on meat. From 16 warm dishes there is sometimes only 1 vegetarian dish. Also, food selection after 5 p.m. is very poor.
13 (876863)	give the whole restaurant to an afghan, iranian, indian, pakistani, chinese chef, he will do it much better!
14 (876882)	<i>Skipped</i>
15 (877073)	Many people like myself are willing to pay more for certain new and better foods. Also, the main problem with the restaurant concept is table service. You can't have fast and good food at the same time. It should be a buffet, like the cafe.
16 (877928)	Internal design (including floor) and furnuture of the restaurant are terrible. We need warm colour and warm material there (incl. soft chairs) to attract more people
17 (878056)	<i>Skipped</i>
18 (878230)	I know may be it is difficult but you can try at least one day per week some International foods.Don't forget that you are serving in RFERL which contains different nationalities.
19 (879497)	I think it's excellent, really first rate.
20 (886534)	Generally satisfied with the cafe. The food selection,especially early in the morning and early on at lunch, is good. The staff is fast and cheerful.
21 (886560)	Still too narrow a variety of fresh vegetables and salads. sometimes salad is old. too much czech food. too heavy.
22 (898828)	<i>Skipped</i>

Statistics based on **222** respondent(s) **17** skipped.

**9. How can we improve? (check all that apply)****Co by se mělo zlepšit? (označte vše platné)****Что можно изменить? (отметьте все подходящее)**

	<b>Restaurant / Restaurace / Ресторан</b>	<b>Cafe / Café / Кафе</b>
Nothing, it's great / Nic, všechno je v pořádku. / Ничего, я всем доволен	<b>29.55%</b> ( 13 )	<b>70.45%</b> ( 31 )
Atmosphere, design / Atmosféra, design / Атмосферу/Интерьер	<b>96.43%</b> ( 108 )	<b>3.57%</b> ( 4 )
Cleanliness / Čistota / Чистота	<b>21.21%</b> ( 7 )	<b>78.79%</b> ( 26 )
Food - better quality / Lepší kvalita jídla / Еда – качество	<b>59.09%</b> ( 78 )	<b>40.91%</b> ( 54 )
Food - better selection / Lepší výběr jídel / Еда – выбор	<b>59.38%</b> ( 95 )	<b>40.62%</b> ( 65 )
Longer opening hours / Delší otvírací hodiny / Продлить часы работы	<b>25.37%</b> ( 17 )	<b>74.63%</b> ( 50 )
Lower price / Nižší ceny / Снизить цены	<b>25.56%</b> ( 34 )	<b>74.44%</b> ( 99 )
Self-service buffet IN ADDITION to waiter service / Samoobsluha NAVÍC k obsluze / Добавить шведский стол в ресторане	<b>83.87%</b> ( 52 )	<b>16.13%</b> ( 10 )
Self-service buffet INSTEAD OF waiter service / Samoobsluha MÍSTO obsluhy / Заменить официантов на шведский стол	<b>75%</b> ( 27 )	<b>25%</b> ( 9 )
Better service / Lepší obsluha / Улучшить обслуживание	<b>56%</b> ( 28 )	<b>44%</b> ( 22 )

Statistics based on 226 respondent(s) 13 skipped.

10.

How else would you suggest the Cafe or restaurant could be improved?

Co jiného by se dalo vylepšit v Café nebo restauraci?

(100 total)

Что еще по вашему мнению можно изменить в работе ресторана или кафе?

:

1 (874440)	More healthy food choices. The snack bar has too much fried food, not enough healthy vegetarian options (fried cheese doesn't count!). It should be as easy as possible to assemble healthy meals.
2 (874437)	Generallyly satisfied, but needs more international food and another low-calorie option apart from the Fit Salad. (Life is hard with a Fit Salad every day!) Think the snack bar should open earlier as well, at 0700. So many people are already here at that time. And please Nespresso vending machines for each kitchenette.
3 (874449)	cafe needs to be cleaner, was not intended for main meals
4 (874458)	Behavior of restaurant staff.
5 (874464)	in the morning and during lunch (1200-1330), maybe opening 2 cash registers to make it a bit faster
6 (874454)	More greenery on the terrace and better tables and chairs - these reflect the sunshine in your eyes and chairs are cold to sit on in the mornings. Otherwise all is great.
7 (874426)	additional to points mentioned above it would be good to get a receipt to see what you paid for and how much when one use Sodexo card. This is concirned both facilities: cafe and restaurant.
8 (874451)	ubrusy na stoly v restauraci / Tablecloths on desks at a restaurant
9 (874444)	The cafe looks and feels like a disaster. It is never clean and there is junk everywhere. The table where peopl are supposed to leave dirty dishes is disgusting and can't be hygenic. The food in both locations is horrible. I often lose my appetite when browsing the options in both places.
10 (874478)	Restaurant - DESIGN, maybe task for Director of Design,when RFE/RL created this expensive slot, why not...,tablecloth, higher tables
11 (874453)	A selection of 2 or 3 course meals (with a choice of side dishes) in the restaurant would be an improvement, even at a higher price. As for the cafe, the buffet should offer "simpler" dishes, too often, we're served odd combinations of food. Just the other day, the mashed potatoes were mixed with some kind of grain.
12 (874491)	Restaurant is too sterile.
13 (874493)	There can be long lines at the (one and only) Nespresso coffee machine during peak hours. More variety (or at least some rotation) in the selection of sweets, cookies, and snacks.
14 (874489)	Uvádět ceny nabízeného !! / Display the food prices.
15 (874515)	Most of RFERL staff are from muslim countries. I think we need more eastern meals.
16 (874521)	Install a microwave in the cafe
17 (874540)	Please try cooking some middle eastern food: falafel, pilaf, etc. The cooks would find it an interesting challenge and many employees would like it.
18 (874558)	Rearrange cashier line during peak hours. During lunch hours sometimes the line is so long and it takes 5-10 minutes to pay. Maybe add a cashier during lunch.
19 (874499)	There is very limited or almot zero selection of food in the cafe after 5, cafe staff pack it all up and if you come later you have little chance of getting anything other then yoghurt; the tables and chairs are often dirty and one has to clen them up before sitting down, restaurant would deserve a bit of redesigning - window curtains, pictures, different painting color for the walls(I personally like the green by the lifts)
20 (874563)	ubrusy, osvětlení, polstrované židle - tyto studí / Tablecloths, better lights, soft chairs – the current ones make you feel cold.
21 (874564)	More healthy options - more cooked or steamed vegetables, more salad choices. And everything's too salty. Customers can always add salt, but you can't remove it.
22 (874535)	TV's in the cafe like in the restaurant.
23 (874594)	vetsi vyber sladkosti a vetsi mnozstvi snidanoveho menu / More sweets and more food selection during breakfast.




<b>24</b> (874596)	more organic type snacks instead of traditional sweets
<b>25</b> (874627)	table cloth!!!
<b>26</b> (874635)	Pridat jeste jednu pokladnu, aby se netvorily fronty. / To add another cash desk which would help to avoid long lines.
<b>27</b> (874639)	Restaurace je pusobi studene a je tam casto chladno. / Restaurant feels non-committal and often it is really cold there.
<b>28</b> (874648)	Увеличить (расширить, разнообразить) ассортимент свежей зелени - лучше, в форме шведского стола. После 15:00 в кафе нет ни листа салата / Extend a choice of fresh vegetable buffet. There is no a single bit of lettuce in cafe after 15.00.
<b>29</b> (874658)	V Cafe byva casto prilis chladno / It is often too cold in café.
<b>30</b> (874708)	Reintroduce the vegeterian, sushi buffets in the restaurant. Make the envirognement in the restaurant look better - no wlook slike hospital restaurant. The restaurant design is too cold.
<b>31</b> (874715)	The problem I have got with Cafe is that on Weekends you will not find anything to eat. Even the vending machines are completely empty! There are people in the bulding who have to work on night shift. There is nothing for them to eat and drink. No water, no food and absolutely nothing.
<b>32</b> (874745)	The staff of the cafe shouldnt clean up and pack everything one two hours before closing time.
<b>33</b> (874782)	Better sandwiches the Crocodile or the ones that sit on the counter.
<b>34</b> (874924)	May be including some new ingredients in food served by using some materials used in Mediterranean and Middle Eastern cuisines
<b>35</b> (874794)	Кафе должно работать дольше и с большим ассортиментом до закрытия, а не до 17 часов - и полки порожние... / Cafe business hours to be longer and food selection should be larger until the very end of business hours.
<b>36</b> (874954)	In both locations, I would suggest a wider selection for the salad bar. Right now, it is difficult to prepare a satisfying main dish salad.
<b>37</b> (874969)	More desserts to choose (not only cakes)
<b>38</b> (874989)	V restauraci je v zime zima - klimatizace/topeni nefunguje poradne / It is cold in the restaurant. Air-conditioning does not work right.
<b>39</b> (874488)	I would put table cloths on the tables, separate tables a little, place more plants in the restaurant
<b>40</b> (875072)	Pripominka - stoly nikdo neutira a jsou na nich zbytky jidla a drobky. Mozna by stalo za uvazeni odnaset si obcerstveni ke stoleckum na malych tackach? Obcas clovek kafe, jidlo, pribory, zakusky, ubrousky najednou nepobere.Pripominka k vyndavani zakusku z chladici vitriny: proc se zacinaji vyndavat uz v 16.00 a pak jsou vsechny dorty vystavovany na pultu ? Chladici vitrina pritom zeje prazdnou. / Nobody cleans the tables and there are crumbs on them. Perhaps trays would help. From time to time one can not carry coffee, meal, a set, sweets, and table-napkins all at once. Why the staff removes cakes from the fridge already at 16.00 and then all cakes just sit on the counter? The fridge has no use after 16.00.
<b>41</b> (875312)	Cafe - OK, restaurace - trosku proteplit: ubrusy, kvetiny, dekorace, neco na zidle, je na nich zima / Restaurant: make it more friendly, tablecloths, flowers, any kind of decorations, some kind of pillows on the chairs. Chairs are too cold.
<b>42</b> (875346)	Keep the cafe open and stocked round the clock, since this is a round-the-clock operation. Not having what to eat in the evenings and weekends in terms of hot meals is simply unacceptable. Drastically amend restaurant and cafe staff behavior, or replace them altogether. The level of service they offer is substandard. Not nice and careful enough, sometimes they "forget" to give you the change. English speaking staff should be the norm, but there is no one who speaks English at the cafe. Furthermore, the food they sell is not always fresh. Sometimes, cakes, cookies and pastries are stale and obviously older than 24 hours.
<b>43</b> (875823)	With little music
<b>44</b> (876179)	Нужно прекратить контракт с компанией, которая обслуживает автоматы. Неоднократно вместо кофе мне наливали воду. При этом деньги - не возвращаются. В выходные дни выбор еды в автоматах - отвратительный. / We should terminate our contract with the company that provides vending machines to us. It happened to me that instead of coffee I got a plain water and I did not get my change back. The food selection is disgusting over the weekends.
<b>45</b> (876619)	More variety in salad bar instead of the same thing every day.
<b>46</b> (876652)	The restaurant is not very welcoming. Maybe tablecloths. More light. It's very dark and seems cold. Feels like the restaurant at a prison or school.

<b>47</b> (876761)	improve the atmosphere in the restaurant
<b>48</b> (876762)	We could be informed by e-mail about the menu of the day. This would save our time and energy.
<b>49</b> (876863)	Many people are coming from asia or central asia, did you ever ask yourself what they like to eat? Rice is the most important part. instead of quality rice you offer a very funny sort like parboiled! this is a shame! the volume of the food is much less than outside but the price is the same. eating in a chinese restaurant is much better
<b>50</b> (877003)	PLACE SOME PRECISE CLOCK THERE FINALLY! IT IS A SHAME THAT IN THE MOST FREQUENT LOCATIONS OF TIME-MANAGEMENT COMPANY like radio THERE ARE NO CLOCKS!
<b>51</b> (877045)	расширить ассортимент свежих салатов / Extend the selection of fresh salads
<b>52</b> (877055)	Prostredi. / The whole environment.
<b>53</b> (877146)	Ubrusy a vyssi stoly v restauraci. / Tablecloths and higher tables in the restaurant.
<b>54</b> (877163)	plump chairs in a cafe are actually small; to add more things to refrigerators as yoghurts and sandwiches; not to clean tables with chemicals WHILE people are eating!Totally change design of restaurant, make it look more warm and cosy; stop using 1 kilo of peking cabbage on top of few leaves of spinach in Fit salads)
<b>55</b> (877168)	There needs to be a better selection of food. There needs to be more healthy food (it gets boring using the salad bar, which is often the only acceptable option, every day). The salad bar needs to have a better selection and more variety. There needs to be less fried foods and less fatty Czech cusine. The food needs to be prepared using better oils (the food in both the cafe and the restaraunt upsets my stomach regularly).
<b>56</b> (877200)	More flowers, more colour, smaller tables, less open, hospital-style space in the restaurant. Idle staff tends to get bored and roughish - the amount of staff or workload or both might be considered in the restaurant. Or the restaurant could be turned into a #2 cafe, to reduce the traffic upstairs and encourage competition; also the two places could be operated by two different providers for competition.
<b>57</b> (877612)	Cafe - better selection of cakes and sweets
<b>58</b> (877904)	terrace is actually an extension of the cafe: add several large potted trees, make sure all umbrellas are up when it's sunny or raining
<b>59</b> (877928)	Internal design (including floor) and furnuture of the restaurant are terrible. We need warm colour and warm material there (incl. soft chairs) to attract more people.
<b>60</b> (878050)	Improve selection for vegetarians
<b>61</b> (878056)	the food is obviously spent time and energy on, however the taste of the food is just not very appealing.
<b>62</b> (878057)	More plants, more liveliness to the restaurant, more light.. table covers
<b>63</b> (878100)	It would be an option to put carpet in one corner of the restaurant so that sometimes we can enjoy Eastern style eating.
<b>64</b> (878230)	Please put some foods which belong to the different nationalities of the personnels of RFERL in your menus.
<b>65</b> (878297)	STOP using the left over food to produce (NEW MEALS) and stop filling the food with oil / salt.. PLEASE
<b>66</b> (878324)	More waiters to take orders in restaurant. Solve the problem of dry food in cafe re-heaters.
<b>67</b> (878439)	Restaurace pusobi strohym dojmem,postrada barevny disain,hodiny a pod. / The restaurant feels rigorous. Miss somewhat more colors, wall clock etc.
<b>68</b> (878591)	označení hotových pokrmů bez lepku; / gluten-free warning on the meals
<b>69</b> (878733)	No tjust several, but many people have said they would prefer trays in the cafe. It is a challenge to balance a plateful, get a drink, dodge people, and handle payment using one's two hands - and then one has to push open the door to the terrace. Small solid trays, preferably with highish sides, would help a lot. The waste disposal arrangements in the cafe are messy and off-putting (used cutlery sometimes soaking in a see-through box). Pedal bins instead of lift-up lid bins would be better. The tables on the terrace are too small, and they reflect sunlight - quite unpleasant sometimes - , and there could be more normal low tables with chairs. I think the woven chairs in the cafe take up too much space, and their high sides make it cumbersome to handle cutlery while sitting in them. I'd replace them. I'd put some big potted plants in between the tables in the cafe area adjacent to the terrace, so it looks less like a schoolroom. The atmosphere in the restaurant is a but crypt-like, and it would be more difficult to tackle that than the small improvement needs in the friendly and popular cafe; I find the chairs cold to sit on, and the temperature too low. The un hospitable atmosphere in the restaurant might be helped by carpeting - the lino there is cold, and it reflects sound -, and the space could be broken up into smaller segments by, for instance, large plants. Some colour on the walls might also help. I am not much for tablecloths in a company restaurant: unless we can guarantee that they are always spotless, it's better to

	have easy-clean tables. As for food, there could be more vegetarian options, much, much less fat and salt in general, and they could vary the salad selection.
<b>70</b> (878972)	Table cloths would be nice in restaurant; trays would work well in cafe. I would love to be able to order sandwiches like fresh hot panini in either cafe or restaurant. Larger trash bins would also help with cleanliness.
<b>71</b> (879497)	I think the restaurant needs something to make it more cozy -- perhaps curtains, table cloths, more plants. It seems rather sterile now.
<b>72</b> (880439)	Wait staff in restaurant seems rude to Czech employees. It almost seems as if they treat their own citizens as second class customers.
<b>73</b> (885143)	Establish a "warmer" atmosphere in restaurant (design/furniture).
<b>74</b> (886517)	The superior espresso machine should be available at weekends, not just Monday-Friday
<b>75</b> (886534)	The restaurant could have a broader selection and much better atmosphere -- which is the main reason I now only go to the cafe. In the cafe, I'd like to see plain white Hollandia yogurt on offer again and it would be nice if the selection stayed broad later in the day. A larger salad bar would be welcome and perhaps a sandwich bar.
<b>76</b> (886551)	To improve the design of the restaurant, add more lively colors for example.
<b>77</b> (886560)	more healthy choices. less lard and cream. more variety of vegetables and fresh fruit. low fat selections.
<b>78</b> (886623)	arugula, garbanzo beans and other beans and tofu in the cafe salad bar
<b>79</b> (886716)	Short Order cook in the restaurant with a variety of choices and an expanded salad bar simular to what you see in the States. (NYC, WDC - greater selection)
<b>80</b> (886838)	<p>В ресторане очень холодная атмосфера за счет мебели, напоминающая больничную столовую. Кроме того - на стульях сидеть холодно, нужно носить с собой теплую куртку и подкладывать под себя, чтобы не простудить мочевой пузырь:) Думаю, ярко цветные полстеры-подушечки на стульях сделают и атмосферу веселее, и избавят от простуды.. Можно сделать отдельный шкаф с такими полстерами и каждый, кто хочет "утеплить" место - может себе взять оттуда. На стенах можна сесть цветные обои, чтобы не бло больничной атмосферы, а сверху включить телевизор. Еще можно поставить стол с журналами и газетами, чтобы, ожидая еду, можно было почитать... В кафе я бы поставила микроволновку, как это было и на Виноградской. Иногда приходится разогревать свою еду в кухне и нести ее, разогретую, наверх, сопровождая коридор запахами домашней пищи.. /</p> <p>There is a unfriendly atmosphere in the restaurant due to plastic and white furniture. It reminds me a hospital canteen. Besides, the chairs feel cold and one has to bring something under your bottom to sit on not to get urinary problems. I think that colored seat squabs would both improve the atmosphere and prevent people from getting sick. We could place a cabinet in the restaurant with the seat squabs and people could use them when they want. Colored wallpapers could be used to get rid of the 'hospital atmosphere' and the current TV could be hang over it. We might also have a designated table with newspaper so that people can read it when waiting to get served. There could be a microwave in cafe like there was one in the old building. One has to prepare the meal in the kitchenettes and bring it upstairs. The smell of food gets all over the corridor.</p>
<b>81</b> (887581)	<p>очень рано заканчивается теплая еда, хотелось и чтоб после 19:00 можно было поесть теплую еду, а не бутерброды.Побольше хотелось бы вегетарианского выбора, а не картошку и макароны.Можно блюда с тофу, например и побольше разнообразных салатов. А еще меньше солить блюда, т.к. иногда очень пересаливают еду. Лучше мы сами досолим по вкусу. /</p> <p>We run out of warm meals really early, I would want to even after 7 p.m. get some warm meal and not sandwich. Larger vegetarian food selection and not only potatoes or pasta. Tofu or more salads would be nice. Use less salt. Each can add salt themselves.</p>
<b>82</b> (886515)	Cafe - Needs: a clock (as does the restaurant, conference rooms and other public areas -- hard to believe we have to be writing such an obvious request in a broadcasting organisation SIX MONTHS after moving in); a microwave; more spaces on which to offer food; relocate cash register to diminish traffic jams; community notice board; less aircondition in back corner. Restaurant: needs complete make-over to make it a welcoming place; clock; table-cloths; regular glasses that don't fall over because of stem; lighter silverware; some textiles on floor, walls or windows; more comfortable chairs; doors that close on the noise and smell from kitchen & dishwashing areas.
<b>83</b> (893363)	A larger varietz of vegetarion meals (meaning with VEGETABLES) would be greate. Whenever they are served they tend to vanish verz quickly. And more Asian - Oriental tending cooking , as it was at the verz beginning of the Buffet.
<b>84</b> (893403)	<p>do Cafe instalovat hodiny + zamestnancum s kartou Sodexho poskytovat mesicni vypis utrat + garantovat plnou dostupnost nabidky do zaviraci doby (tj. ne aby personal uklidil jidlo a piti 2 hodiny pred zaviraci dobou - zajimave je, ze k tomuto problemu nikdy nedochazi, kdyz je ve sluzbe sl. Lerochova, ale u nejmene jedne jeji kolegyne to je bezna praxe) /</p> <p>A wall clock should be placed in Café. To offer monthly list of expenses to the employees</p>






	having a Sodexo card. To keep the full food selection until COB. That means the staff should not start removing 2 hours before the end of business hours. It is interesting to see that this never happens when Ms. Lerochova is in charge. Unlike when at least one of her colleagues is.
<b>85</b> (893676)	By including some oriental meal, as more than half of customers belongs to Central Asia, Caucasus or the Middle east, all of them have some common meals, some of staff also may prefer to eat meat, which is prepared based on their religious sensitivities, in Islam it called Halal
<b>86</b> (894244)	high quality vegetables; i would really appreciate if restaurant and coffee exclude detestable rice they use to cook
<b>87</b> (894243)	Why not have a sandwich bar in the buffet... As a vegetarian I often have very little to choose from. If we had some cheese, perhaps some salmon, it would make a big difference. Also much of the food is very very greasy. A bit more attention to making the food healthier would be greatly appreciated.
<b>88</b> (894305)	The atmosphere in the restaurant is very cold, reminds more a laboratory or hospital than a pleasant place for eating. It forces people not spend more time than necessary.
<b>89</b> (894318)	Bakery items are constantly blocked by roll-boys. Bankomat should be somewhere else, e.g. basement.
<b>90</b> (894369)	make it warmer, colorful, lighter
<b>91</b> (894397)	V restauraci je hrozny hluk, který se ozyva z místnosti s myčkou nadobi. Rachot padajících přiboru, hukot myčky, hruza. Nutne vyresit. / The restaurant is noisy. The noise comes from the room where the dishwasher is. One can hear sets falling on the floor and then the dishwasher noise itself. Please solve.
<b>92</b> (895286)	trays in the cafe
<b>93</b> (898828)	Stop the charges for condiments. Milk, napkins, etc...should always be included in vendor's overhead, not nickled & dimed on the customer.
<b>94</b> (898839)	healthier options, good sandwiches, salad bar, vegetarian
<b>95</b> (898832)	V restauraci: palačinkový bufet, vegetariánský bufet, vepřové hody, sushi... / In the restaurant: Pancakes buffet, vegetarian buffet, a pork feast, sushi
<b>96</b> (880451)	Get rid of the rude waiters in the restaurant.
<b>97</b> (898857)	**1. There is no realistic alternative to the in-house food service in the neighborhood; they have a monopoly, and the pricing shows it. Pay them a fair price & profit for their work, but have them stop adding margins to what we buy. E.g. it's 1 crown for plastic knives/forks, 1 crown for a coffee cup and 3 crowns for a coffee cup to go (how do you figure that?), yogurt, fruit, snacks - all cost more than in a grocery store. 2. More fresh food, less heavy/greasy/fried. 3. Less salt in food - we can add our own, but can't take it out. 4. They're always packing up & closing early, 15-30 minutes. Stay open, & keep real food out. 5. Why are prices higher in the snack bar? e.g. the same soup costs 3x as much as in the restaurant. 6. Post prices, big, easy to read, in Cz, En, Ru, and make sure the cashiers know them - I've paid different amounts for the same kind of coffee. Also post what is by weight and by piece - I think sometimes I've been charged per weight and per piece for the same thing.
<b>98</b> (898866)	Forgot before - agree with people who asked for trays in cafe. If you have a salad, main course, silverware, drink - it's too much to carry.
<b>99</b> (898846)	to give back the same system as we had in the Old building... when we can see price for 1, weigh and price for dish on the display of scales
<b>100</b> (898919)	Less garlic in foods and no butter and/or mayonnaise in sandwiches

11. How could the kitchenette facilities be improved? (check all that apply) Jak by se daly vylepšit kuchyňky? (označte vše platné) Как можно улучшить кухни на этажах?		Response Percent	Response Total
No improvement needed / Není potřeba / Все хорошо – не нужно улучшать		15.4%	30
Filtered water / Filtrovaná voda / Добавить аппараты с фильтрованной водой		67.7%	132
Coffee machine (coin operated) / Automaty na kávu / Добавить кофе- автоматы		44.1%	86
Vending machines / Automaty s jídlem / Добавить автоматы с закусками		24.1%	47
Other / Jiné / Другое:		16.9%	33







**Text Answers for (Other / Jiné / Другое:)**

<b>1</b> (874440)	The water kettles are very slow and noisy.
<b>2</b> (874449)	get dishwashers to work
<b>3</b> (874433)	More tea kettles, dishwasher is not working, fridge cannot be closed fully - needs checking from time to time + make some rules which would force people to keep the kitchenett more clean. There is water near the sink and around the wall all the time. Things keeps disappearing from the kitchnetete.
<b>4</b> (874454)	Water stands that were in the old building would be great. Also more greenery.
<b>5</b> (874451)	více ledniček / more than 1 refrigerator
<b>6</b> (874444)	install the dishwashers
<b>7</b> (874487)	Another refrigerator.
<b>8</b> (874491)	With the cafe the kitchenettes are a waste of space.
<b>9</b> (874521)	never use the kitchenette
<b>10</b> (874564)	Definitely filtered water! And a coffee machine - even for simple filtered coffee - would be very convenient.
<b>11</b> (874594)	a fukcni mycky + saponat do nich / operational dishwashers + detergent
<b>12</b> (874596)	water fountains throughout building
<b>13</b> (874621)	remove dish washers - waste of company's money
<b>14</b> (874870)	Fontanky na vodu / Water collers
<b>15</b> (875002)	dohodnout o rezimu vyklizeni lednic / A system to remove rotten food from the fridge to be set in place
<b>16</b> (874488)	we need more than one kettle, fridges should be cleaned once in a while, dishwasher should work at lest once a week
<b>17</b> (875072)	Mycka na nadobi jsou myslim zbytecne - kazdy si ten svuj hrnecek ci talir hned po sobe umyje. / Dishwashers are not needed in my opinion. Everyone can wash his/her plate or cup manually.
<b>18</b> (875346)	Vending machines would be OK provided they had some different stuff to sell as opposed to the rubbish they have been churning out for the past 14 years.

<b>19</b> (876863)	black tea is the main drink of orient people! bring a Samawar!
<b>20</b> (877003)	1/Clean the electric kettles from the furring-scale at least one in a month! 2/Place also Coca-cola vending machines to the building finally! There is nothing to drink but Kofola and other "hits" from current the only one! machine.
<b>21</b> (877055)	Nepouzivam.Nejsou moc vhodne. / I do not use them. I do not find the kitchenettes useful.
<b>22</b> (877092)	some dishes
<b>23</b> (877090)	barrels with water on each floor as we had in the old building
<b>24</b> (877163)	Kegs with filtered water needed on floors, not in the kitchenettes
<b>25</b> (877904)	never go to kitchenette
<b>26</b> (878591)	ostré nože na krájení / sharp knives
<b>27</b> (878972)	Filtered water is an absolute must; it would also be nice if dish washer was installed.
<b>28</b> (879497)	I don't use them much.
<b>29</b> (886534)	Bring back the water coolers, please!
<b>30</b> (886537)	Tea pots to be cleaned regularly from kalk or a cleaning substance available in the kitchenettes
<b>31</b> (886551)	Quality of water in Prague is good, no need for water filters.
<b>32</b> (886838)	Можно поставить так же общую посуду: тарелки, вилки и ножи, чтобы было удобно есть разогретую еду. / I suggest plates and silverware to be added, so that one eat self-prepared meal in the kitchenette.
<b>33</b> (886515)	Too far away from my desk to be useful to me.
Statistics based on <b>195</b> respondent(s) <b>44</b> skipped.	

<b>12. Which floor do you work on?</b> <b>Na jakém patře pracujete?</b> <b>На каком этаже вы работаете?</b>			<b>Response Percent</b>	<b>Response Total</b>
1	Ground / Přízemí / Нулевой		19.5%	45
2	1 floor / patro / этаж		19%	44
3	2		20.3%	47
4	3		30.3%	70
5	4		10.8%	25
Statistics based on <b>231</b> respondent(s).			<b>8</b> skipped.	

## Food selection

<b>13. What else would you like to see offered? Please keep in mind that these options would be more expensive than the regular Daily Offer.</b> <b>Co jiného byste rádi viděli v nabídce? Prosím mějte na paměti, že následující by byly dražší, než běžná denní nabídka.</b> <b>Что еще вы бы хотели видеть в меню? (Пожалуйста, учтите, что это вероятно будет стоить дороже)</b>		Response Percent	Response Total
No special offers, low price is most important to me / Nic, důležitá je nízká cena / Ничего, для меня важнее низкие цены меню		8.8%	20
Special Theme Days (for example, Mexican, Iranian, Asian, etc) / Mexické, Íránské, Asijské dny / Тематические или национальные дни		60.6%	137
Grilling on the Terrace / Grilování na terase / Барбекю на террасе		45.6%	103
Healthy Option / Zdravá jídla / Блюда здорового питания		60.6%	137
Sandwich Bar (hearty deli sandwiches prepared while you wait) / Deli bagety připravované před vašimi očima / Сэндвич-бар (большие сэндвичи, наполненные по вашему выбору)		32.3%	73
Other / Jiné / Другое:		16.4%	37

### Text Answers for (Other / Jiné / Другое:)

<b>1</b> (874464)	drinking water machines like we had in the old bldg so we don't always have to buy bottled water all the time
<b>2</b> (874454)	I really think Sodexo is doing a very good job.
<b>3</b> (874444)	Use higher quality ingredients. Stop overcooking everything into mush. Some of us get extremely tired of meat in X sauce with starch on the side. Soups, salads, sandwiches, rice/grain dishes, and pastas could be vastly improved, particularly in terms of freshness, taste and variety. Mexican, Asian and fish dishes are particularly inedible - which is extremely disappointing since I normally love these foods. Bring back the daily featured meal selection in the restaurant and don't make so little of it that it runs out by 12:30. I would gladly pay 2 or 3x higher prices for 2 or 3x better food.
<b>4</b> (874453)	an improved salad bar in the cafe and offer better quality fruits, we're getting inferior produce;
<b>5</b> (874489)	Kofola
<b>6</b> (874443)	Typical not healthy but tasty cuisine - pig fest and so on ... :-))
<b>7</b> (874521)	Picnic tables and grilling at some location on the grounds
<b>8</b> (874563)	na restauraci chybí tématické dny (sushi, veget.bufet, atd...)
<b>9</b> (874648)	каждый день хотя бы одно действительное вегетарианское блюдо - НЕ пересоленное и НЕ переперченное. То, что можно съесть и ребенку или слабому желудку. / At least one real vegetarian meal every day, not too much salted, not fried too much, so that a child or someone with bad stomach could eat it.

<b>10</b> (874715)	Mineral water, sanwiches, coke especially during night and also on weekends when the snackbar and restaurant are closed.
<b>11</b> (874794)	Больше здоровой и простой пищи. Было бы хорошо, чтобы нам выдавали чеки - и в буфете и в ресторане. Потому что каждый раз цены разные в буфете - все зависит от того, кто работает. Выдача чеков дисциплинирует. Странно, что до сих пор нам не дают чеков - куда смотрит ФИНИНСПЕКЦИЯ Чехии???????????? / More simple and healthy food. It would be nice to get receipts in both locations because believe or not prices can vary. It depends on who actually is behind the counter. If receipts would be in place then the staff would be disciplined. It is strange that this is not. I wonder what Commercial inspection authority would say about it.
<b>12</b> (875002)	at se nauci varit borsc - zeptat Ukraincy nebo Belorusy! / They should learn how to prepare a real Borsh. Ask Ukrainian or Belarusian people.
<b>13</b> (874488)	milk shakes
<b>14</b> (875346)	Fresh, hot meals round the clock, and lower prices. The prices of hot meals at the cafe have gone up threefold over the past two or three years. Compounded with the low dollar, the price of a hot meal at the cafe has gone up in real terms probably six times over the past five years.
<b>15</b> (876619)	Restaurant Fit choices are often not really heathy ie, fried, lots of cheese etc. Make them MORE healthy
<b>16</b> (876652)	Real Western sandwiches, with bigger portions of meat, etc. Coffee bar with barista making fresh coffee a la Starbucks?
<b>17</b> (876863)	find some good chef who can cook proper food
<b>18</b> (877003)	Thankg giving menu definitely.
<b>19</b> (877090)	sushi bar
<b>20</b> (877175)	Bio
<b>21</b> (877168)	There needs to be a salad bar with more variety. There needs to be more vegetarian options (and no, I do not consider fried cheese -- or fried anything for that matter -- to be an acceptable vegetarian option).
<b>22</b> (877904)	brand name ice creams - if not Haagen Dazs, then at least Magnum
<b>23</b> (878056)	burgers, steak, asian food, more healthy food such as eggplant
<b>24</b> (878733)	Variety does not mean a whole range of cucumbers/tomatoes/peppers/etc the same EVERY DAY. It can mean less choice, but varied daily. How about freshly-prepared Swiss-style fruit and nut muesli all day long as a healthy snack? Healthy soups like the British Covent Garden Soups, all day?
<b>25</b> (878972)	Would LOVE a real "American" style salad bar and other lighter options. Sandwich bar would be cool too.
<b>26</b> (879497)	Price isn't really such an issue for me. I like diversity of tastes and quality of food.
<b>27</b> (880439)	Popular items, such as pretzels, are never in stock. When an item sells out each day, instead of stocking more, Sodexho discontinues the item. It boils down to poor business management on Sodexho's part.
<b>28</b> (881840)	Reduced fat.. most food is suck in oil.
<b>29</b> (886534)	More food from our region would be fantastic -- especially Central Asian specialties as would a good sandwich bar and more fresh juices!
<b>30</b> (886551)	More choice of healthy food, more fresh salads and affordable fruits.
<b>31</b> (886560)	Sandwiches without tons of mayonnaise and pork. HEALTHY. FRESH.
<b>32</b> (886623)	more middle eastern or mediterranean cuisine
<b>33</b>	Cheese Burgers & Fries, Fish & Chips, etc



(886716)	
<b>34</b> (886838)	украинские вареники и русские пельмени / Offer Ukrainian vareniki and Russian pelmene
<b>35</b> (887581)	хотелось бы побольше диетических блюд, чтоб были с меньшим количеством жира и соли / More healthy food, less fat and salt
<b>36</b> (888971)	Transparent prices.... clearly marked price for the food items. Instead of paying the same price per 100 grams for meat as per 100 grams of plain rice.
<b>37</b> (892731)	Profesionalni obsluhu v restauraci. Ta stavajici pusobi uz radu let stale amatersky / Professional serving staff. The staff has been behaving like the amateurs for number of years.
Statistics based on <b>226</b> respondent(s) <b>13</b> skipped.	