



The Difference Catering Feedback Form

Event Name: _____

Event Date: _____

Contact Name: _____

Booking No: _____

Your satisfaction is important to us. Please take a moment to provide us with feedback of your recent event.

1. Food & Beverages

Quality of food & beverages provided

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Food & beverage presentation

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Accuracy of order (did you receive what you ordered?)

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Delivery & set-up (was your order delivered/set-up in time for your guests?)

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Service accompaniments provided (plates, glassware, cutlery, etc.)

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Comments: _____

2. Customer Service

Quality of service provided by The Difference staff (making bookings, etc.)

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Quality of service provided by The Difference staff (at event)

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Staff knowledge of Service Times and Menu items

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Is the Crockery, Glassware and Cutlery Clean and Streak free

☐ Yes ☐ No ☐ N/A

All areas are kept clear and tidy during and after the function

☐ Yes ☐ No ☐ N/A

Is the Delivery Note clear

☐ Yes ☐ No ☐ N/A

Response to special requests (were staff accommodating?)

☐ Great ☐ Good ☐ Fair ☐ Poor ☐ N/A

Comments: _____

3. Value

Do you feel that you received good value for your catering order?

☐ Yes ☐ No ☐ N/A

Comments: _____

4. If other services were provided, please comment: _____

5. How may we serve you better?, please comment: _____

6. Would you like a call back? ☐ Yes ☐ No If yes, phone number: _____

Please return this form, along with any additional comments, to the The Difference Catering

Thank You!