

Customer Satisfaction Survey

Our Commitment

We are passionate about customer satisfaction. The dining survey is important to our company because it evaluates our performance through the eyes of our customers.

Our commitment is to use the customer dining survey to understand customer needs and desires, and to use this information to take action as we strive for overall satisfaction.

Our focus is on continuous improvement. Once we know what our customers want, we will work with customers, family, community associates and our clients to make it possible.

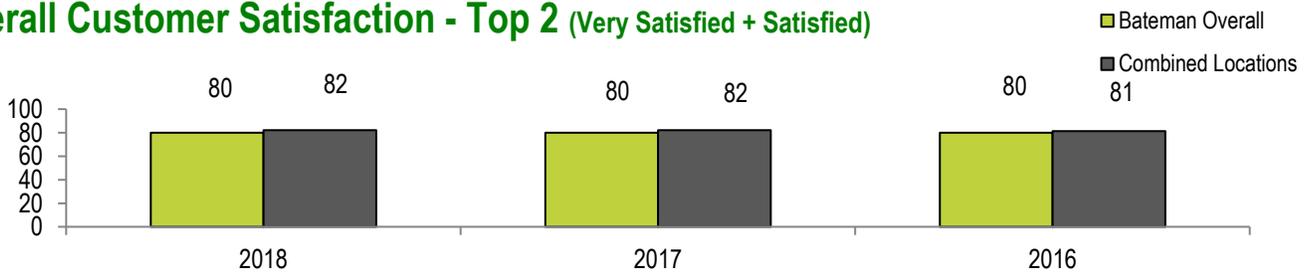
Scope

During the summer of 2018 a customer satisfaction survey was conducted by a third-party administrator, Custom Survey Solutions, Inc.

Over 7,200 surveys were completed from 292 communities.



Overall Customer Satisfaction - Top 2 (Very Satisfied + Satisfied)



Top Rated Attributes

Baked Desserts
Fresh Fruit Desserts



Opportunities

Overall Taste of Food
Main Dishes



Largest Improvements

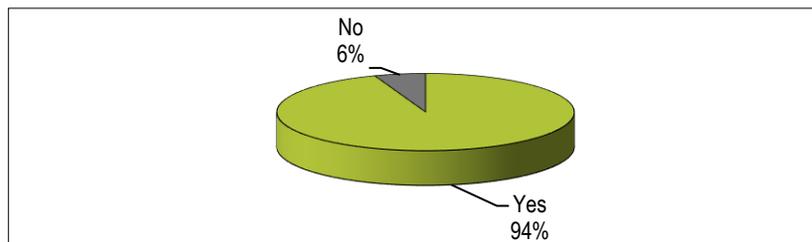
Vegetables: +4.88
Canned Fruit Desserts: +1.95
Breads & Rolls: +1.80



Largest Declines

Salads: -4.56
Fresh Fruit Desserts: -1.61
Soups: -1.54

Would you recommend our food to your friends?

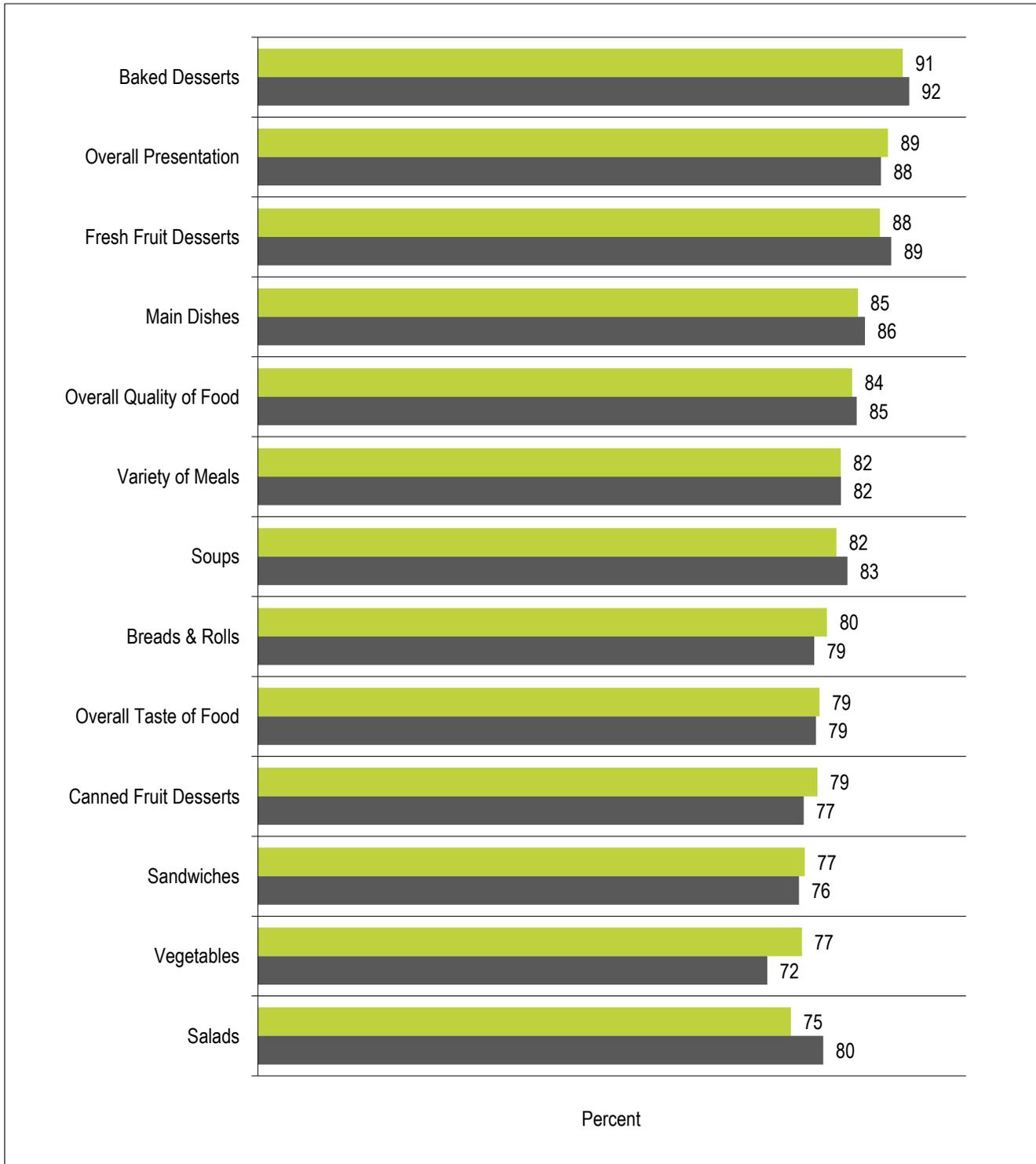


Customer Satisfaction Survey

All Questions - Sorted by 2018 Satisfaction

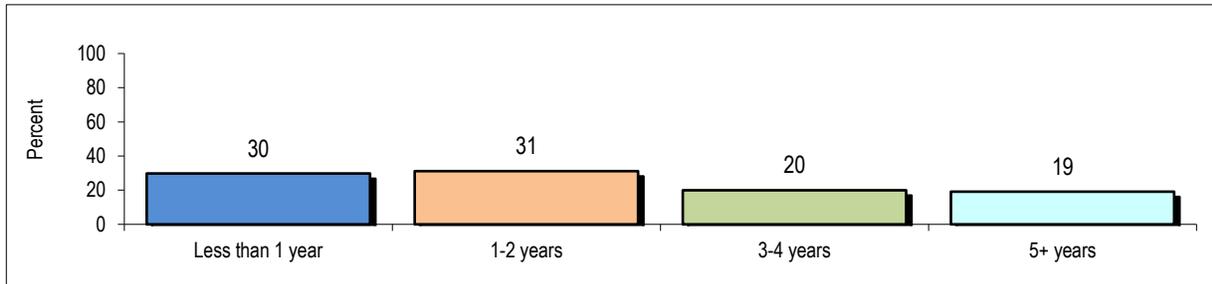
Percents of Very Satisfied + Satisfied

 2018 Satisfaction
 2017 Satisfaction



Customer Satisfaction Survey

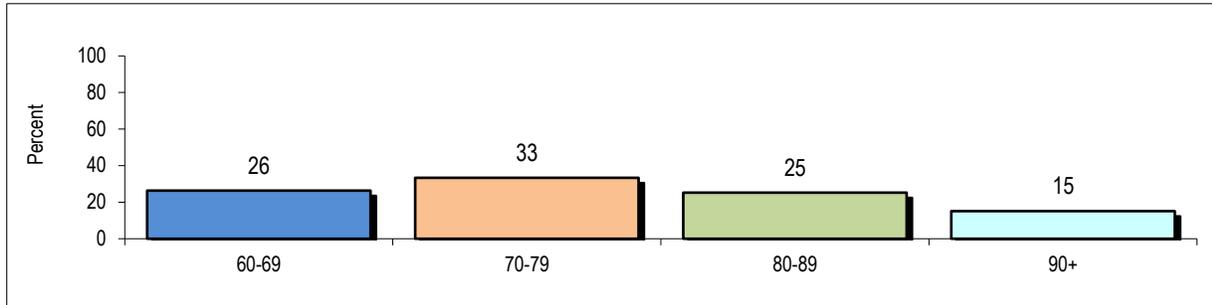
How long have you received meals in our program?



	Satisfaction (Very Sat + Sat) by Length of Participation			
	Less than 1 year	1-2 years	3-4 years	5+ years
Main Dishes	92	81	83	83
Salads	85	76	71	63
Vegetables	83	75	72	75
Breads & Rolls	81	82	75	82
Soups	84	84	73	81
Sandwiches	80	73	81	75
Canned Fruit Desserts	87	80	67	76
Fresh Fruit Desserts	91	88	85	85
Baked Desserts	90	91	94	88
Variety of Meals	88	78	82	82
Overall Quality of Food	91	83	81	78
Overall Taste of Food	88	76	82	70
Overall Presentation	97	87	83	86
OVERALL AVERAGE	87	81	79	79

Customer Satisfaction Survey

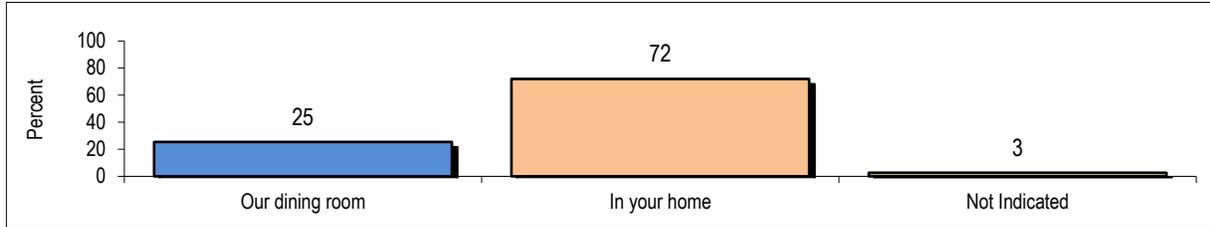
What is your age?



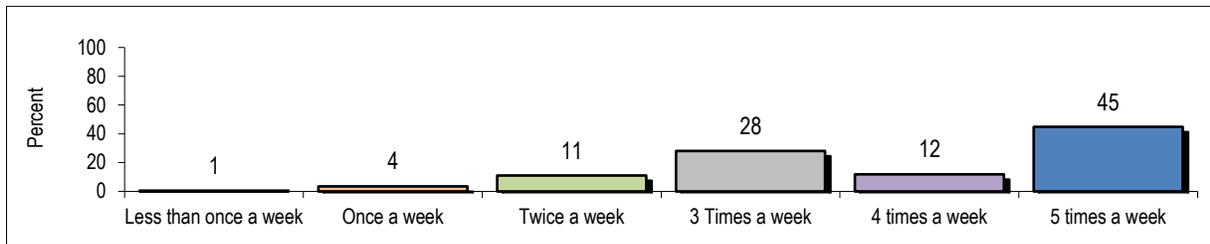
	Satisfaction (Very Sat + Sat) by Age			
	60-69	70-79	80-89	90+
Main Dishes	81	86	85	87
Salads	76	71	76	75
Vegetables	79	74	78	75
Breads & Rolls	77	78	84	87
Soups	84	77	80	89
Sandwiches	79	75	69	85
Canned Fruit Desserts	71	82	83	78
Fresh Fruit Desserts	88	86	85	92
Baked Desserts	89	90	93	94
Variety of Meals	84	83	80	83
Overall Quality of Food	82	85	82	88
Overall Taste of Food	78	78	80	78
Overall Presentation	88	89	89	91
OVERALL AVERAGE	81	81	82	85

Customer Satisfaction Survey

Where do you receive your meals?

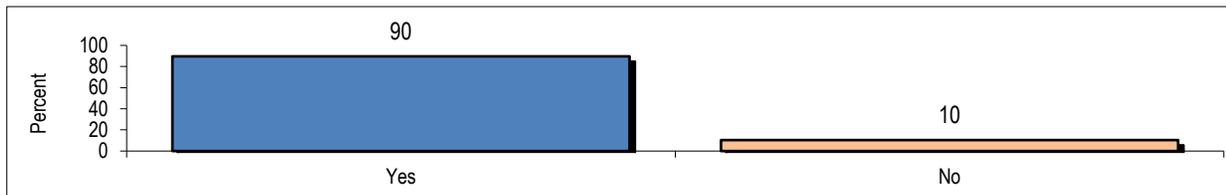


On a weekly basis, how often do you eat our foods?

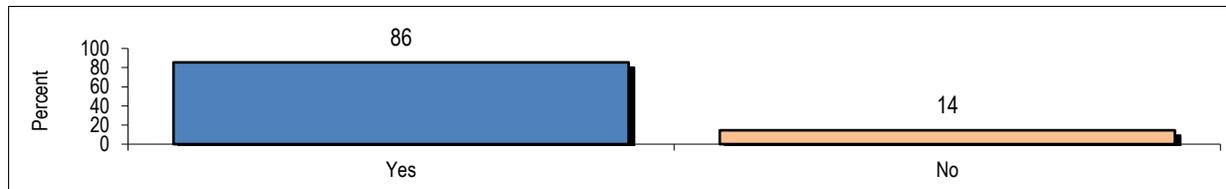


Have the meals...

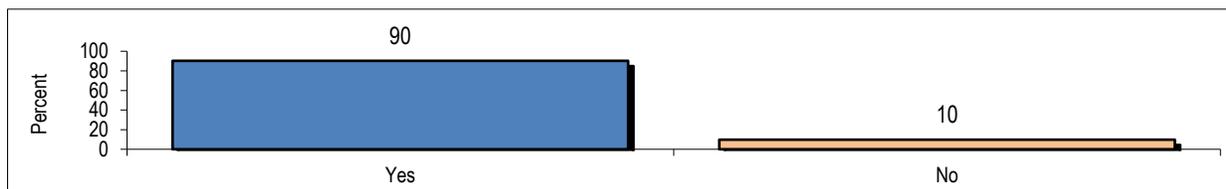
Helped you to maintain your independence?



Allowed you to remain in your own home?



Helped maintain or improve your general health?



Customer Satisfaction Survey

Detailed Data/Trend Information

	2018 Favorable (% SAT + VSAT)	Very Satisfied (% of 5s)	Satisfied (% of 4s)	Neutral (% of 3s)	Dissatisfied (% of 2s)	Very Dissatisfied (% of 1s)	2017 Favorable (% SAT + VSAT)	2016 Favorable (% SAT + VSAT)
Main Dishes	85	29	55	12	3	0	86	85
Salads	75	33	42	17	6	1	80	76
Vegetables	77	31	46	19	4	1	72	75
Breads & Rolls	80	40	40	15	3	1	79	81
Soups	82	38	44	14	3	1	83	80
Sandwiches	77	31	47	18	4	1	76	79
Canned Fruit Desserts	79	31	48	16	4	2	77	76
Fresh Fruit Desserts	88	46	42	11	1	0	89	88
Baked Desserts	91	48	43	8	1	1	92	90
Variety of Meals	82	37	45	15	3	0	82	84
Overall Quality of Food	84	35	49	14	2	0	85	82
Overall Taste of Food	79	29	50	17	4	0	79	78
Overall Presentation	89	35	53	10	1	0	88	86
OVERALL AVERAGE	82	36	47	14	3	1	82	81