

Thank you for participating in the Commissary **Produce and Meat Department** Satisfaction Survey.

Your feedback is very important to us. Please provide insights into **today's shopping experience**.

This site is managed by Verint, an independent company, on behalf of your Commissary. Your responses to our questions will be used by Verint and your Commissaries to measure customer satisfaction and improve the delivery of the commissary benefit and will otherwise be kept confidential.

The public reporting burden for this collection of information, 0704-0553 (expires 5/31/2025), is estimated to average 5 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. Send comments regarding the burden estimate or burden reduction suggestions to the Department of Defense, Washington Headquarters Services, at whs.mc-alex.esd.mbx.dd-dod-information-collections@mail.mil. Respondents should be aware that notwithstanding any other provision of law, no person shall be subject to any penalty for failing to comply with a collection of information if it does not display a currently valid OMB control number.

This survey is voluntary and is being conducted under the authority of the Federal Information Policy as amended 44 U.S.C. 3501-3502, Paperwork Reduction Act of 1995.

You must be 18 years of age or older to participate.

[To review the privacy statements for this study, click the following link.](#)

- 1 Please select your date of visit: Drop Down List
- 2 Please select the time of day you shopped: Drop Down List

3 Please select your Commissary:

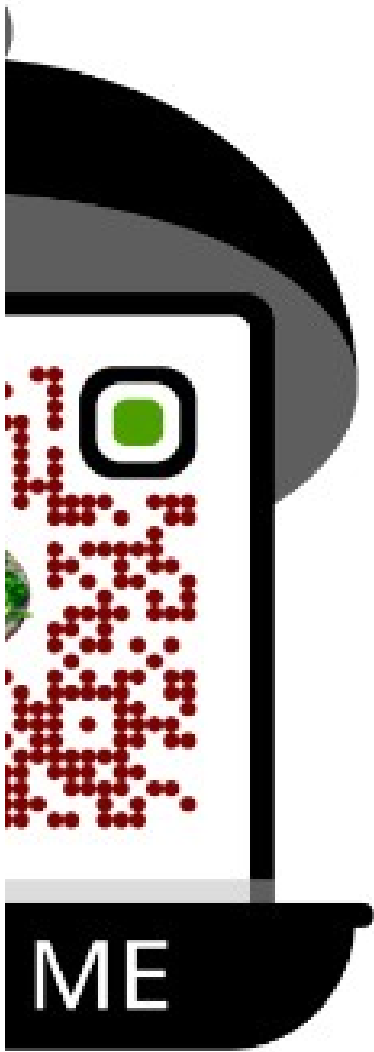
Drop Down List



Morning (Open to 1100)

Mid-Day (1100 - 1500)

Evening (1500 - Close)



Q #

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

29

30

31

32

33

34

35

36

37

QUESTION

Please rate our performance on delivering the **commissary** benefit within the Produce Department:

Please rate your experience in the Fresh Produce Department:

Please provide insights into what impacted your rating (select all that apply):

Which Fresh Produce items were you not able to purchase during your visit?

Please provide further insights into issues you encountered in our Fresh Produce Department:

Please rate the quality of Produce:

Please identify the category(ies) that impacted your rating of Produce Quality:

Please identify the "Other" category(ies) that impacted your rating of Produce quality:

Please select all fruit category(ies) that affected your rating on Produce quality:

Please provide us the "Other" fruit items that affected your rating on Produce quality:

Please select all vegetable category(ies) that affected your rating on Produce quality:

Please provide us the "Other" vegetable items that affected your rating on Produce quality:

What savings do you believe the Produce department provides?

Which produce category(ies) influenced your savings perception?

Please provide us the "Other" vegetable items that affected your rating on Produce savings:

Which fruit category(ies) impacted your savings perception (select all that apply)?

Please provide us the "Other" fruit items that impacted your savings perception:

Which vegetable category(ies) impacted your savings perception (select all that apply)?

Please provide us the "Other" vegetable items that impacted your savings perception:

How would you rate the item selection in Produce?

Please provide any items you would like to see available in your Produce Department:

From which other grocers do you purchase produce?

**Please rate our performance on delivering the commissary benefit within the Fresh Meat Department:
(Beef, Pork, Veal, Lamb, Bison, Fresh Seafood, Poultry, Plant-Based Meats, etc.):**

Please rate your experience in the Fresh Meat Department:

Please provide insights into what impacted your rating (select all that apply):

Which Fresh Meat items were you not able to purchase during your visit?

Please provide further insights into issues you encountered in our Fresh Meat department:

Please rate the quality within the Fresh Meat Department:

Please identify all meat category(ies) that impacted your rating on quality:

Please identify the "Other" category(ies) that impacted your rating of Fresh Meat quality:

What quality issues have you experienced in the fresh Meat Department (select all that apply)?

Please let us know what "Other" item(s) affected your rating on fresh meat quality.

What savings do you believe the Fresh Meat Department provides?

Which fresh meat category(ies) influenced your savings perception (select all that apply)?

Please provide us the "Other" Fresh Meat items that impacted your savings perception:

How would you rate the item selection in your fresh Meat Department?

Please provide any items you would like to see available in your fresh Meat Department (Beef, Pork, Lamb/Veal, Bison, Fresh Meat Substitutes, Fresh Seafood, Poultry, etc.):

From which other grocers do you purchase fresh meat?

Would you like to be contacted for a response to your comment regarding your shopping experience?

RESPONSES	SKIP LOGIC (Y/N)
1 = Poor	Y
2	Y
3	Y
4	
5 = Excellent	
N/A - I did not shop Produce during my visit	Y
Employees not available	
Negative encounter with employee	
Items out of stock	Y
Displays are disorganized	
Displays are dirty/unappealing	
Special orders must be requested day(s) ahead	
Special order not fulfilled	
Prices are not competitive	
Quality issues	
Produce bags were not available	
Other	Y
Open-Ended Response	
Open-Ended Response	
1 = Poor	Y
2	Y
3	Y
4	
5 = Excellent	

Fruit	Y
Vegetables	Y
Both Fruit and Vegetables	Y
Other	Y

****Open-Ended Response****

Apples	
Bananas	
Berries	
Citrus (Oranges, Lemons, Grapefruit, etc.)	
Grapes	
Melons	
Stone Fruit (Peaches, Nectarines, Plums, etc.)	
Tropical (Mango, Papaya, Kiwi, etc.)	
Other	Y

****Open-Ended Response****

Asparagus	
Avocados	
Broccoli/Cauliflower	
Cabbage	
Celery	
Cooking Greens (Collards, Mustard, etc.)	
Corn	
Cucumbers	
Herbs and Spices	
Lettuce (Iceberg, Green Leaf, Bok Choy, etc.)	
Mushrooms	
Onions	
Peppers - Hot (Jalapenos, Serranos, etc.)	

Peppers - Sweet (Bell Peppers)	
Potatoes	
Bagged Salads	
Squash (Zucchini, Yellow, etc.)	
Tomatoes	
Other	Y

****Open-Ended Response****

50%+	
30-49%	
20-29%	Y
10-19%	Y
0-9%	Y
No Savings	Y

Fruit	
Vegetables	Y
Both Fruit and Vegetables	Y
Other	Y

****Open-Ended Response****

Apples	
Bananas	
Berries	
Citrus (Oranges, Lemons, Grapefruit, etc.)	
Grapes	
Melons	
Stone Fruit (Peaches, Nectarines, Plums, etc.)	
Tropical (Mango, Papaya, Kiwi, etc.)	
Other	Y

****Open-Ended Response****

Asparagus

Avocados

Broccoli/Cauliflower

Cabbage

Celery

Cooking Greens (Collards, Mustard, etc.)

Corn

Cucumbers

Herbs and Spices

Lettuce (Iceberg, Green Leaf, Bok Choy, etc.)

Mushrooms

Onions

Peppers - Hot (Jalapenos, Seranos, etc.)

Peppers - Sweet (Bell Peppers)

Potatoes

Squash (Zucchini, Yellow, etc.)

Tomatoes

Other

Y

****Open-Ended Response****

1 = Poor

Y

2

Y

3

Y

4

5 = Excellent

****Open-Ended Response****

****Open-Ended Response****

1 = Poor	Y
2	Y
3	Y
4	
5 = Excellent	
N/A - I did not shop the Fresh Meat Department during my visit	Y

Employees not available	
Negative encounter with employee	
Items out of stock	
Displays are disorganized	
Displays are dirty/bloody	
Special orders must be requested day(s) ahead	
Special order not fulfilled	
Prices are not competitive	
Quality issues	
Other	Y

****Open-Ended Response****

****Open-Ended Response****

1 = Poor	Y
2	Y
3	Y
4	
5 = Excellent	

Beef

Pork	
Lamb/Veal	
Bison	
Fresh Seafood	
Poultry	
Plant-Based Meats	
Other	Y

****Open-Ended Response****

Inconsistent thickness	
Too much fat around the outside of the cut	
Discoloration	
Not wrapped well	
Blood leaked from package	
Expired	
Foul Odor	
Other	Y

****Open-Ended Response****

50%+	
30-49%	
20-29%	Y
10-19%	Y
0-9%	Y
No Savings	Y

Beef
Pork
Lamb/Veal
Bison
Fresh Seafood

Poultry
Plant-Based Meats
Other

Y

****Open-Ended Response****

1 = Poor

2

3

4

5 = Excellent

****Open-Ended Response****

****Open-Ended Response****

Yes
No

SKIP TO

2

2

2

5

5

22

5

5

3

5

5

5

5

5

5

5

4

5

6

6

6

8

8

8

10

8,10

7

10

10

10

10

10

10

10

10

9

10

12

12

12

12

12

12

12

12

12

12

12

12

12

12

12

12

12

12

11

12

15

15

13

13

13

13

15

17

15,17

14

15

17

17

17

17

17

17

17

17

16

17

19

19

19

19

19

19

19

19

19

19

19

19

19

19

19

19

19

18

19

20

20

20

21

21

21

22

23

23

23

25

25

37

26

26

24

26

26

26

26

26

26

25

26

26

27

27

27

29

29

29

29

29

29

29

29

29

28

29

31

31

31

31

31

31

31

30

31

34

34

32

32

32

32

34

34

34

34

34

34

34

33

34

35

35

35

35

35

36

37

Smart Thank You - Contact Page

END