



Spring 2013

**Food Services  
Survey Report**

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# Executive Summary

## Introduction and Overview

As part of the ongoing assessment and evaluation of Campus Food Operations, the office of University Food Services in cooperation with the office of Data Analytics and Institutional Research (DAIR) developed a Food Services survey and launched it to the AUC community in the New Cairo campus. On February 7<sup>th</sup>, 2013, the office of DAIR emailed the invitation to almost 10,000 individuals from the whole AUC community (Students, faculty and staff). Two email reminders were sent on February 27<sup>th</sup> and March 26<sup>th</sup>, 2013 and the survey remained accessible until April 30<sup>th</sup>, 2013. From the total population, 674 responses were received.

## Methodology and organization of the report:

This report is divided into six sections. It should be noted, as a technical comment, that we removed missing responses from the analysis section and analyzed the entire survey without missing data. We trust removing missing data will paint a clearer picture of the AUC community opinions.

**First section:** General questions are presented as frequency tables and figures.

**Second section,** is divided into two parts:

Part I: rating the outlets according to Freshness, taste and healthy options.

Part II: Level of satisfaction regarding service quality and staff attitude. In addition to the respondents' rating to the food outlets according to how much money they spend.

**Third section:** The catering option using "the on campus" or "the outside" vendors is presented.

**Fourth section:** The "On-campus residents" level of satisfaction is presented.

**Fifth section:** Cross tabulations of some questions by different AUC categories are presented.

**Sixth section:** The general comments on food outlets are presented.

## Section I

# General Questions



- Respondents reported their categories as follows: 56.4% “Undergraduate”, 12.1% “Graduate”, 11.4% “Faculty” and 20.1% “Staff”.
- When we asked the respondents **“What is your opinion concerning the food outlets variety on campus?”**, 7.9% of the respondents reported ‘Excellent’, 45% reported ‘Good’, 21.4% reported ‘Neutral’, 15.1% reported ‘Fair’ and 10.5% reported ‘Poor’.
- When the respondents were asked **“How do you perceive the current margin of prices on food outlets?”**, only 1.2% of the respondents reported ‘Perfectly reasonable’, 18.1% reported ‘Reasonable’, 20.5% reported ‘Neutral’, 45.9% reported ‘Above average’ and 14.2% reported ‘Extremely expensive’.
- Answering the question: **“How often do you buy food and beverages on campus per week?”**, 6.6% of the respondents reported “Once”, 19.6% reported “Twice”, 28.2% reported “4 times” and the majority 45.6% reported “Everyday”.
- When we asked the respondents: **“On average, how long do you stay on campus per day?”**, 5.6% of the respondents reported “2-4 hours”, 58.3% reported “4-8 hours” and 36.1% reported “More than 8 hours”.

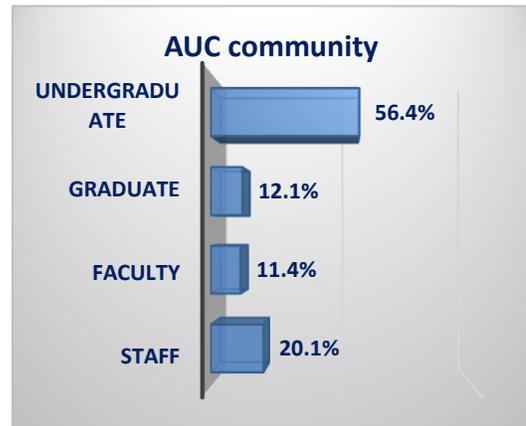
## Descriptive Analysis for Section I

**Table 1**

	Frequency	Percent
<b>Undergraduate</b>	<b>377</b>	<b>56.4%</b>
<b>Graduate</b>	<b>81</b>	<b>12.1%</b>
<b>Faculty</b>	<b>76</b>	<b>11.4%</b>
<b>Staff</b>	<b>134</b>	<b>20.1%</b>
<b>Total</b>	<b>668</b>	<b>100%</b>

Missing (N=6)

**Figure 1**

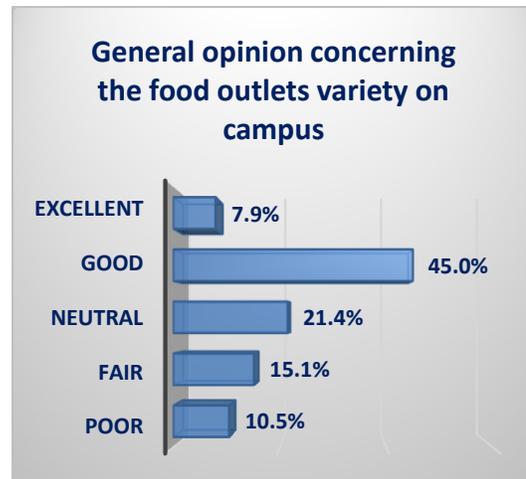


**Table 2**

	Frequency	Percent
<b>Excellent</b>	<b>53</b>	<b>7.9%</b>
<b>Good</b>	<b>300</b>	<b>45.0%</b>
<b>Neutral</b>	<b>143</b>	<b>21.4%</b>
<b>Fair</b>	<b>101</b>	<b>15.1%</b>
<b>Poor</b>	<b>70</b>	<b>10.5%</b>
<b>Total</b>	<b>667</b>	<b>100%</b>

Missing (N=7)

**Figure 2**

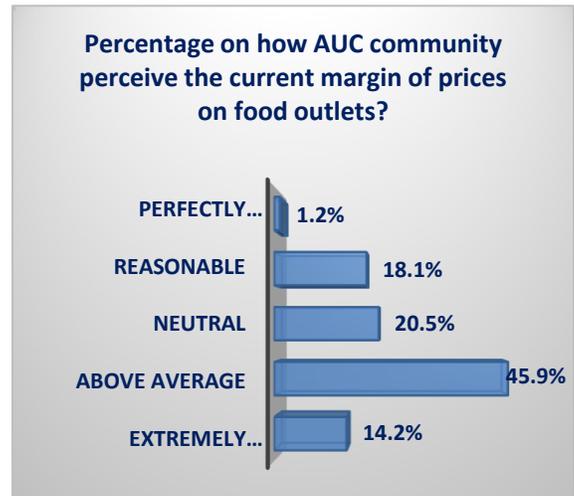


**Table 3**

	Frequency	Percent
Perfectly reasonable	8	1.2%
Reasonable	121	18.1%
Neutral	137	20.5%
Above Average	306	45.9%
Extremely Expensive	95	14.2%
Total	667	100%

Missing (N=7)

**Figure 3**

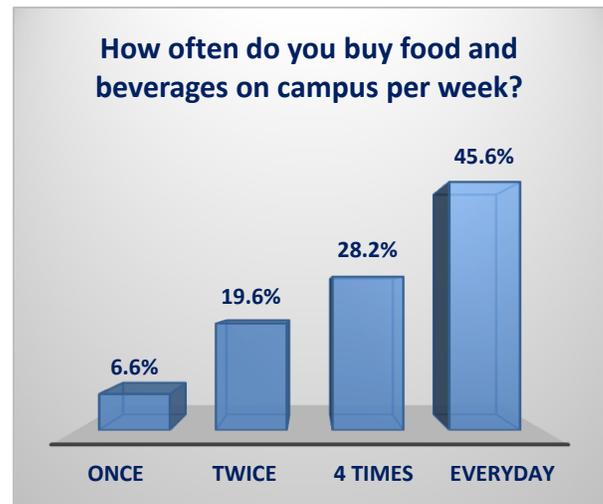


**Table 4**

	Frequency	Percent
Once	44	6.6%
Twice	130	19.6%
4 times	187	28.2%
Everyday	302	45.6%
Total	663	100%

Missing (N=11)

**Figure 4**

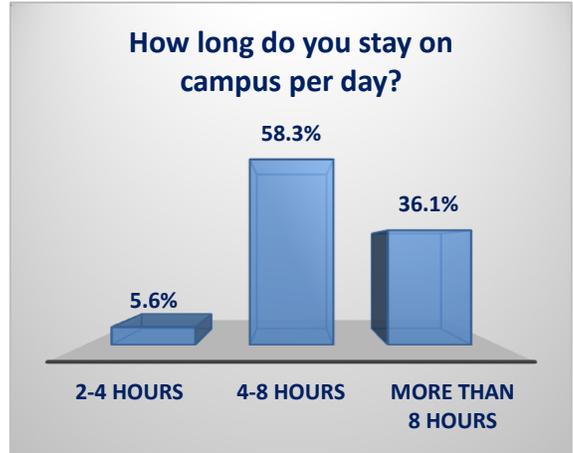


**Table 5**

	Frequency	Percent
2-4 Hours	37	5.6%
4-8 Hours	385	58.3%
More than 8 Hours	238	36.1%
Total	660	100%

Missing (N=14)

**Figure 5**



**Section II**  
**Part 1**  
**Freshness, Taste and**  
**Healthy options**



When reporting the descriptive data in Section II, it was noted that in some cases, more than **50%** of the respondents reported **“NA”** for a number of outlets (as shown in table 6, 7 & 8). These outlets are excluded in the following summary:

**A. Freshness**

The four outlets which scored the **highest** percentage in **“Excellent”** are:

1. TBS: 44.5%.
2. Seoudi Market: 25.9%.
3. Saladero: 24.9%.
4. Antie Anne’s: 22.1%.

The four outlets which scored the **highest** percentage in **“Poor”** are:

1. Beirut Express: 11.9%.
2. SANO: 10.1%.
3. Tarewe2a: 9.4%.
4. McDonald’s: 9%.

**B. Taste:**

The four outlets which scored the **highest** percentage in **“Excellent”** are:

1. TBS: 44.1%
2. Auntie Anne’s: 28.2%
3. Saladero: 25.5%
4. Baskin Robbins: 23.3%

The four outlets which scored the **highest** percentage in **“Poor”** are:

1. Bananas: 10.8%
2. Beirut Express: 10.7%
3. SANO: 10.5%
4. Tarwe2a: 9.6%

**C. Healthy options:**

The four outlets which scored the **highest** percentage in **“Excellent”** are:

1. Saladero: 36.4%
2. Subway: 22.3%
3. TBS: 15.7%
4. iChef: 12.3%

The four outlets which scored the **highest** percentage in **“Poor”** are:

1. McDonalds: 44.8%
2. Aunti Anne’s: 35.2%
3. Cinnabon: 26.8%
4. Baskin Robbins: 23.2%

## Descriptive Analysis for Section II – Part 1

Table 6

<b>Freshness among food outlets':</b>	Excellent	Good	Neutral	Fair	Poor	N/A	Total	Missing	Grand total
Auntie Anne's	136	202	88	43	22	124	615	59	674
	22.1%	32.8%	14.3%	7.0%	3.6%	20.2%	100%		
Bananas	31	107	84	42	52	280	596	78	674
	5.2%	18.0%	14.1%	7.0%	8.7%	47.0%	100%		
Baskin Robbins	94	116	90	29	18	244	591	83	674
	15.9%	19.6%	15.2%	4.9%	3.0%	41.3%	100%		
Beirut Express ( at the HUSS)	104	180	119	62	75	89	629	45	674
	16.5%	28.6%	18.9%	9.9%	11.9%	14.1%	100%		
Cilantro	80	192	144	58	41	104	619	55	674
	12.9%	31.0%	23.3%	9.4%	6.6%	16.8%	100%		
Cinnabon	92	157	136	60	40	124	609	65	674
	15.1%	25.8%	22.3%	9.9%	6.6%	20.4%	100%		
Crisp, the Fresh Shoppe	25	45	102	36	14	353	575	99	674
	4.3%	7.8%	17.7%	6.3%	2.4%	61.4%	100%		
iCHEF	46	75	101	61	27	277	587	87	674
	7.8%	12.8%	17.2%	10.4%	4.6%	47.2%	100%		
L' Aroma	65	135	119	60	29	186	594	80	674
	10.9%	22.7%	20.0%	10.1%	4.9%	31.3%	100%		
Mc Donald's	119	193	116	72	56	63	619	55	674
	19.2%	31.2%	18.7%	11.6%	9.0%	10.2%	100%		
Saladero	153	175	100	71	31	84	614	60	674
	24.9%	28.5%	16.3%	11.6%	5.0%	13.7%	100%		
SANO	49	96	94	40	59	248	586	88	674
	8.4%	16.4%	16.0%	6.8%	10.1%	42.3%	100%		
Seoudi Market	158	210	80	49	7	106	610	64	674
	25.9%	34.4%	13.1%	8.0%	1.1%	17.4%	100%		
Staff Cafeteria (Physical Plant Building)	17	34	86	25	15	391	568	106	674
	3.0%	6.0%	15.1%	4.4%	2.6%	68.8%	100%		
Subway	115	174	112	58	30	104	593	81	674
	19.4%	29.3%	18.9%	9.8%	5.1%	17.5%	100%		
Tarwe2a	105	161	123	56	58	111	614	60	674
	17.1%	26.2%	20.0%	9.1%	9.4%	18.1%	100%		
TBS	274	159	78	27	7	71	616	58	674
	44.5%	25.8%	12.7%	4.4%	1.1%	11.5%	100%		
The White Berry	6	34	105	15	12	394	566	108	674
	1.1%	6.0%	18.6%	2.7%	2.1%	69.6%	100%		
Villa Fresh Kitchen	38	85	102	43	48	264	580	94	674
	6.6%	14.7%	17.6%	7.4%	8.3%	45.5%	100%		

Figure 6

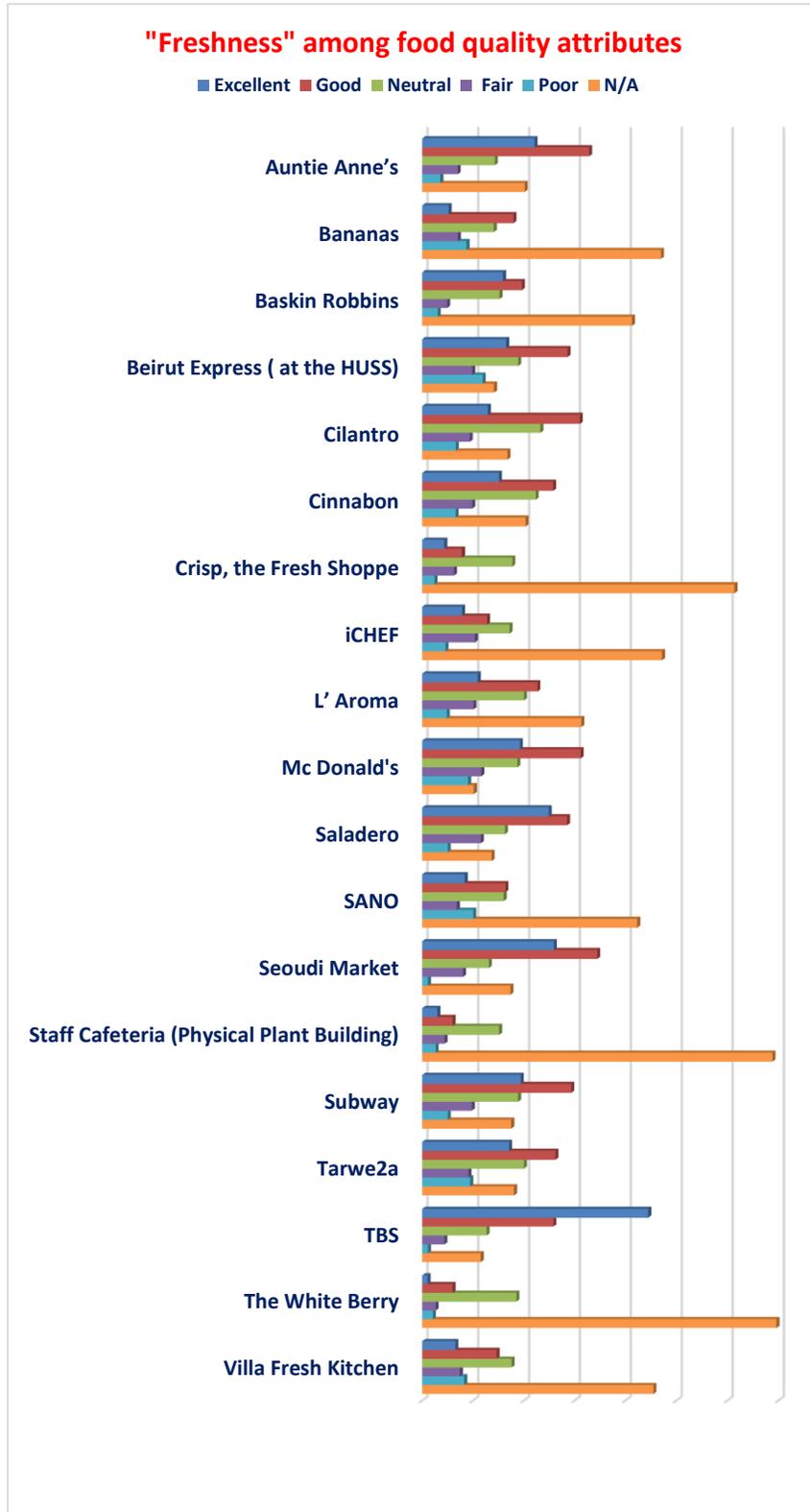


Table 7

<b>Taste among food outlets:</b>	Excellent	Good	Neutral	Fair	Poor	N/A	Total	Missing	Grand total
Auntie Anne's	161	170	78	39	20	102	570	104	674
	28.2%	29.8%	13.7%	6.8%	3.5%	17.9%	100%		
Bananas	39	95	81	32	59	239	545	129	674
	7.2%	17.4%	14.9%	5.9%	10.8%	43.9%	100%		
Baskin Robbins	127	104	74	36	8	196	545	129	674
	23.3%	19.1%	13.6%	6.6%	1.5%	36.0%	100%		
Beirut Express (at the HUSS)	113	154	114	57	62	79	579	95	674
	19.5%	26.6%	19.7%	9.8%	10.7%	13.6%	100%		
Cilantro	73	181	130	56	38	82	560	114	674
	13.0%	32.3%	23.2%	10.0%	6.8%	14.6%	100%		
Cinnabon	116	166	106	48	26	100	562	112	674
	20.6%	29.5%	18.9%	8.5%	4.6%	17.8%	100%		
Crisp, the Fresh Shoppe	21	47	78	33	29	319	527	147	674
	4.0%	8.9%	14.8%	6.3%	5.5%	60.5%	100%		
iCHEF	38	76	86	45	38	255	538	136	674
	7.1%	14.1%	16.0%	8.4%	7.1%	47.4%	100%		
L' Aroma	53	134	99	68	23	165	542	132	674
	9.8%	24.7%	18.3%	12.5%	4.2%	30.4%	100%		
Mc Donald's	122	204	86	62	45	51	570	104	674
	21.4%	35.8%	15.1%	10.9%	7.9%	8.9%	100%		
Saladero	145	175	108	46	19	76	569	105	674
	25.5%	30.8%	19.0%	8.1%	3.3%	13.4%	100%		
SANO	43	82	98	41	57	221	542	132	674
	7.9%	15.1%	18.1%	7.6%	10.5%	40.8%	100%		
Staff Cafeteria (Physical Plant Building)	11	40	73	27	14	355	520	154	674
	2.1%	7.7%	14.0%	5.2%	2.7%	68.3%	100%		
Subway	121	158	106	50	37	76	548	126	674
	22.1%	28.8%	19.3%	9.1%	6.8%	13.9%	100%		
Tarwe2a	78	157	122	50	54	101	562	112	674
	13.9%	27.9%	21.7%	8.9%	9.6%	18.0%	100%		
TBS	252	150	78	17	12	63	572	102	674
	44.1%	26.2%	13.6%	3.0%	2.1%	11.0%	100%		
The White Berry	10	34	88	18	19	355	524	150	674
	1.9%	6.5%	16.8%	3.4%	3.6%	67.7%	100%		
Villa Fresh Kitchen	40	72	94	41	43	244	534	140	674
	7.5%	13.5%	17.6%	7.7%	8.1%	45.7%	100%		

Figure 7

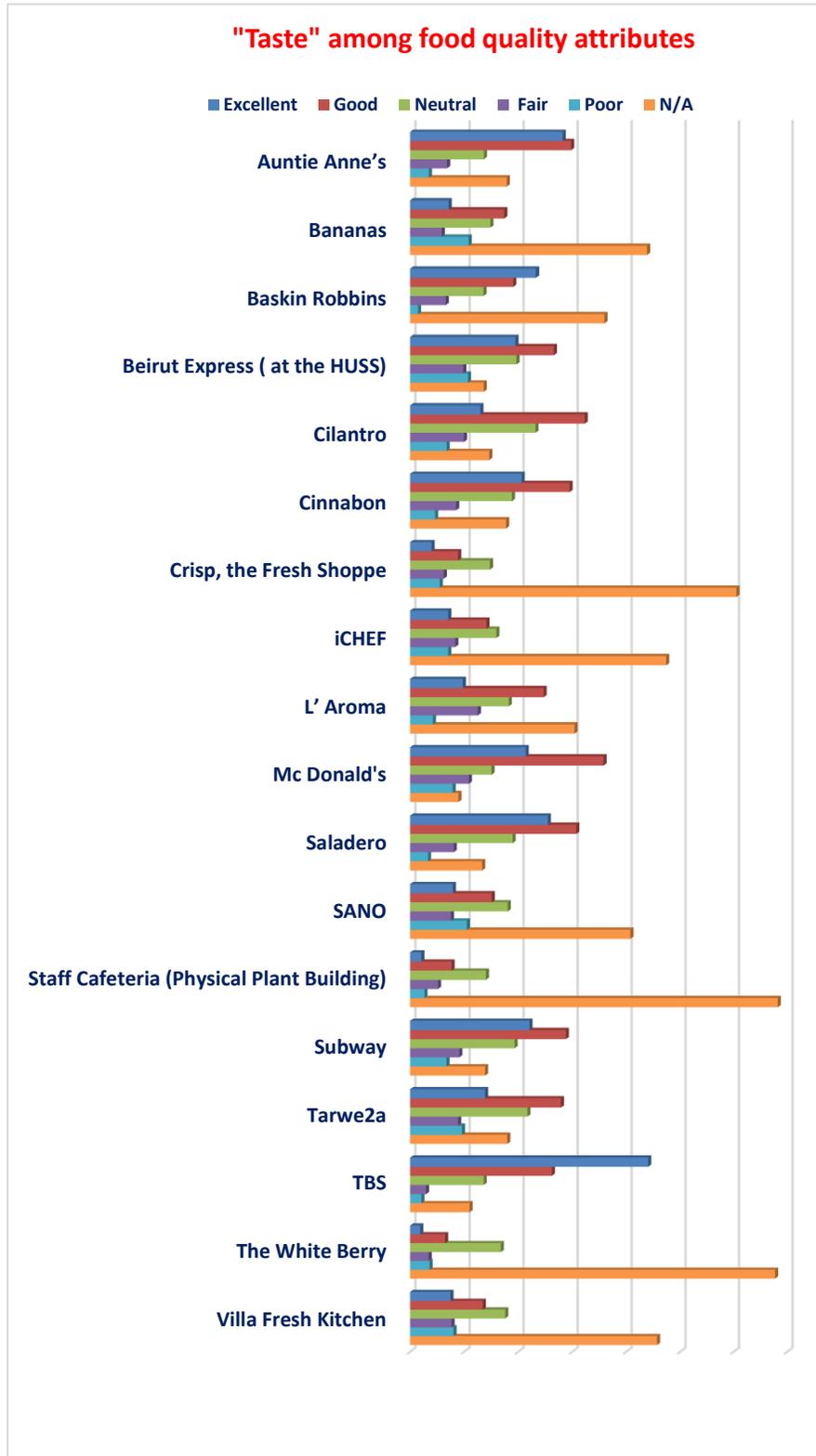
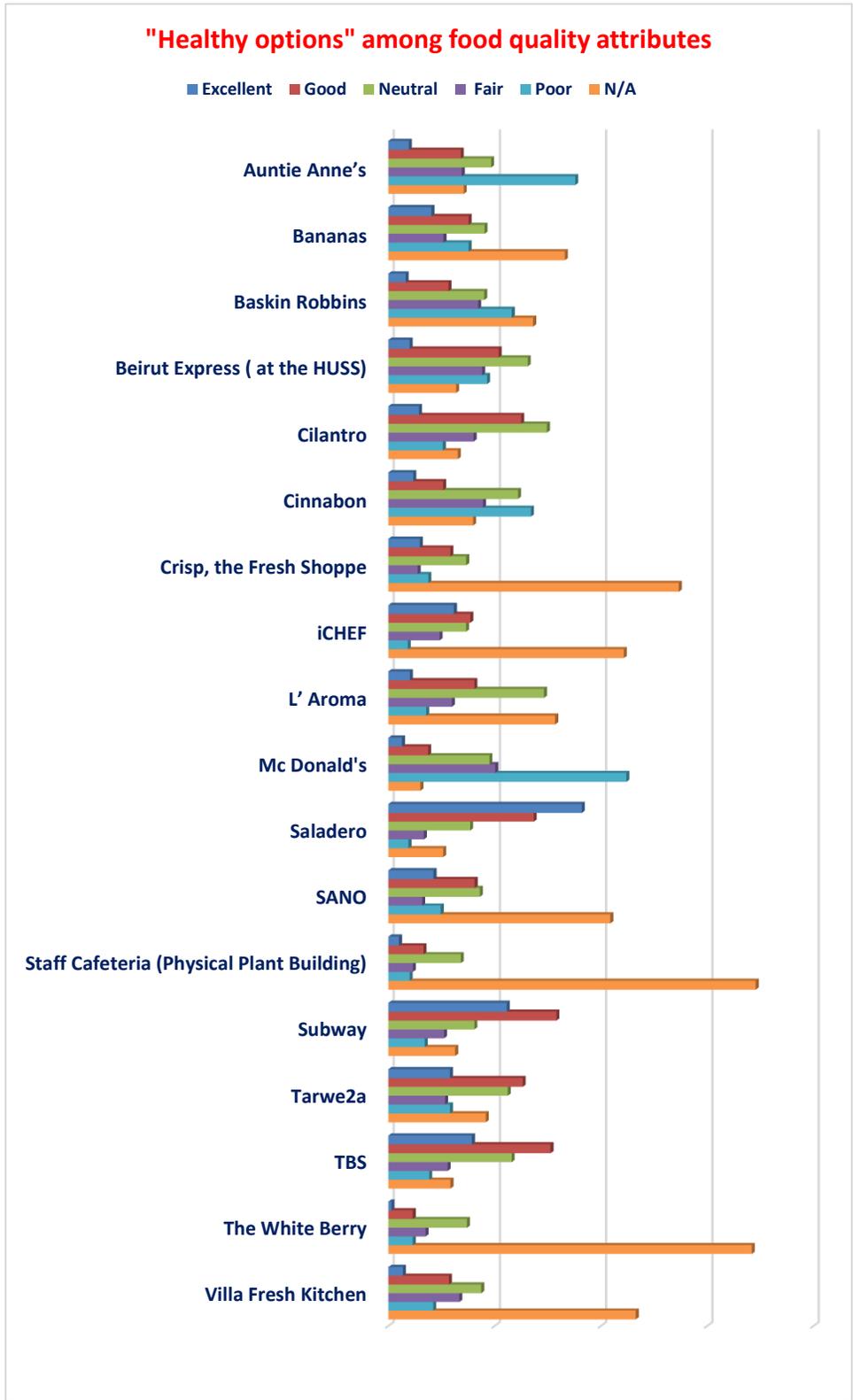


Table 8

<b>Healthy options among food outlets</b>	Excellent	Good	Neutral	Fair	Poor	N/A	Total	Missing	Grand total
Auntie Anne's	21	74	105	75	191	77	543	131	674
	3.9%	13.6%	19.3%	13.8%	35.2%	14.2%	100%		
Bananas	43	80	96	55	80	176	530	144	674
	8.1%	15.1%	18.1%	10.4%	15.1%	33.2%	100%		
Baskin Robbins	17	59	94	88	121	142	521	153	674
	3.3%	11.3%	18.0%	16.9%	23.2%	27.3%	100%		
Beirut Express ( at the HUSS)	22	114	144	97	102	70	549	125	674
	4.0%	20.8%	26.2%	17.7%	18.6%	12.8%	100%		
Cilantro	31	134	160	86	55	70	536	138	674
	5.8%	25.0%	29.9%	16.0%	10.3%	13.1%	100%		
Cinnabon	25	55	130	95	143	85	533	141	674
	4.7%	10.3%	24.4%	17.8%	26.8%	15.9%	100%		
Crisp, the Fresh Shoppe	30	59	74	28	38	276	505	169	674
	5.9%	11.7%	14.7%	5.5%	7.5%	54.7%	100%		
iCHEF	64	80	76	50	19	230	519	155	674
	12.3%	15.4%	14.6%	9.6%	3.7%	44.3%	100%		
L' Aroma	21	84	152	62	37	163	519	155	674
	4.0%	16.2%	29.3%	11.9%	7.1%	31.4%	100%		
Mc Donald's	14	41	104	110	245	33	547	127	674
	2.6%	7.5%	19.0%	20.1%	44.8%	6.0%	100%		
Saladero	201	151	85	37	21	57	552	122	674
	36.4%	27.4%	15.4%	6.7%	3.8%	10.3%	100%		
SANO	44	84	89	33	51	216	517	157	674
	8.5%	16.2%	17.2%	6.4%	9.9%	41.8%	100%		
Staff Cafeteria (Physical Plant Building)	10	33	68	23	20	345	499	175	674
	2.0%	6.6%	13.6%	4.6%	4.0%	69.1%	100%		
Subway	117	166	85	55	36	66	525	149	674
	22.3%	31.6%	16.2%	10.5%	6.9%	12.6%	100%		
Tarwe2a	62	135	120	57	62	98	534	140	674
	11.6%	25.3%	22.5%	10.7%	11.6%	18.4%	100%		
TBS	86	167	127	61	42	64	547	127	674
	15.7%	30.5%	23.2%	11.2%	7.7%	11.7%	100%		
The White Berry	3	23	74	35	23	342	500	174	674
	0.6%	4.6%	14.8%	7.0%	4.6%	68.4%	100%		
Villa Fresh Kitchen	14	58	89	68	43	237	509	165	674
	2.8%	11.4%	17.5%	13.4%	8.4%	46.6%	100%		

Figure 8



**Section II - Part 2**  
Level of satisfaction regarding Service quality  
Level of satisfaction regarding Staff attitude  
Food outlets rating according to how much money people spend

When reporting the descriptive data in Section II, it was noted that in some cases, more than **50%** of the respondents reported **“NA”** for a number of outlets (as shown in table 9, 10 & 11). These outlets are excluded in the following summary:

**A. Level of satisfaction regarding the Service quality :**

The four outlets which scored the **highest** percentage in **“Very Satisfied”** are:

1. TBS: 34.6%
2. Quick 24: 24.6%
3. Seoudi Market: 23.6%
4. McDonalds: 21.5%

The four outlets which scored the **highest** percentage in **“Very Dissatisfied”** are:

1. SANO: 8.9%
2. Bananas: 7.8%
3. Beirut Express: 6.8%
4. Tarwe2a: 6.2%

**B. Level of satisfaction regarding the Staff attitude:**

The four outlets which scored the **highest** percentage in **“Very Satisfied”** are:

1. TBS: 29.4%
2. Aunti Anne’s: 26.1%
3. Tarwe2a: 23.9%
4. Saladero: 23.8%

The four outlets which scored the **highest** percentage in **“Very Dissatisfied”** are:

1. SANO: 9.1%
2. Bananas: 6.6%
3. Beirut Express: 6.2%
4. Villa Fresh Kitchen: 5.3%

**C. Food outlets rating according to how much money people spend**

The four outlets which scored the **highest** percentage in **“Perfectly reasonable”** are:

1. Seoudi Market: 20.8%
2. Quick 24: 19.3%
3. Tarwe2a: 13.4%
4. Beirut Express: 10.3%

The four outlets which scored the **highest** percentage in **“Extremely expensive”** are:

1. Subway: 22.4%
2. Bananas: 18.9%
3. Baskin Robbins: 17.4%
4. TBS: 14.8%

## Descriptive Analysis for Section II – Part 2

Table 9

Service quality among food outlets:	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Missing	Grand total
Auntie Anne’s	108	177	100	31	12	89	517	157	674
	20.9%	34.2%	19.3%	6.0%	2.3%	17.2%	100%		
Bananas	44	89	101	28	39	199	500	174	674
	8.8%	17.8%	20.2%	5.6%	7.8%	39.8%	100%		
Baskin Robbins	72	113	95	30	3	181	494	180	674
	14.6%	22.9%	19.2%	6.1%	0.6%	36.6%	100%		
Beirut Express ( at the HUSS)	69	142	146	61	36	72	526	148	674
	13.1%	27.0%	27.8%	11.6%	6.8%	13.7%	100%		
Cilantro	80	187	116	44	11	74	512	162	674
	15.6%	36.5%	22.7%	8.6%	2.1%	14.5%	100%		
Cinnabon	90	153	146	19	10	91	509	165	674
	17.7%	30.1%	28.7%	3.7%	2.0%	17.9%	100%		
Crisp, the Fresh Shoppe	26	50	87	20	19	277	479	195	674
	5.4%	10.4%	18.2%	4.2%	4.0%	57.8%	100%		
iCHEF	38	82	101	24	21	222	488	186	674
	7.8%	16.8%	20.7%	4.9%	4.3%	45.5%	100%		
L’ Aroma	50	132	125	30	11	150	498	176	674
	10.0%	26.5%	25.1%	6.0%	2.2%	30.1%	100%		
Mc Donald's	112	166	143	34	25	40	520	154	674
	21.5%	31.9%	27.5%	6.5%	4.8%	7.7%	100%		
Quick 24	126	176	120	33	8	50	513	161	674
	24.6%	34.3%	23.4%	6.4%	1.6%	9.7%	100%		
Saladero	109	159	130	45	17	59	519	155	674
	21.0%	30.6%	25.0%	8.7%	3.3%	11.4%	100%		
SANO	45	85	86	37	44	197	494	180	674
	9.1%	17.2%	17.4%	7.5%	8.9%	39.9%	100%		
Seoudi Market	120	172	113	20	3	80	508	166	674
	23.6%	33.9%	22.2%	3.9%	0.6%	15.7%	100%		
Staff Cafeteria (Physical Plant Building)	18	40	71	21	7	323	480	194	674
	3.8%	8.3%	14.8%	4.4%	1.5%	67.3%	100%		
Subway	102	181	102	36	9	69	499	175	674
	20.4%	36.3%	20.4%	7.2%	1.8%	13.8%	100%		
Tarwe2a	90	140	129	35	32	88	514	160	674
	17.5%	27.2%	25.1%	6.8%	6.2%	17.1%	100%		
TBS	183	174	90	23	5	54	529	145	674
	34.6%	32.9%	17.0%	4.3%	0.9%	10.2%	100%		
The White Berry	9	26	91	23	8	324	481	193	674
	1.9%	5.4%	18.9%	4.8%	1.7%	67.4%	100%		
Villa Fresh Kitchen	35	79	101	31	27	216	489	185	674
	7.2%	16.2%	20.7%	6.3%	5.5%	44.2%	100%		

Figure 9

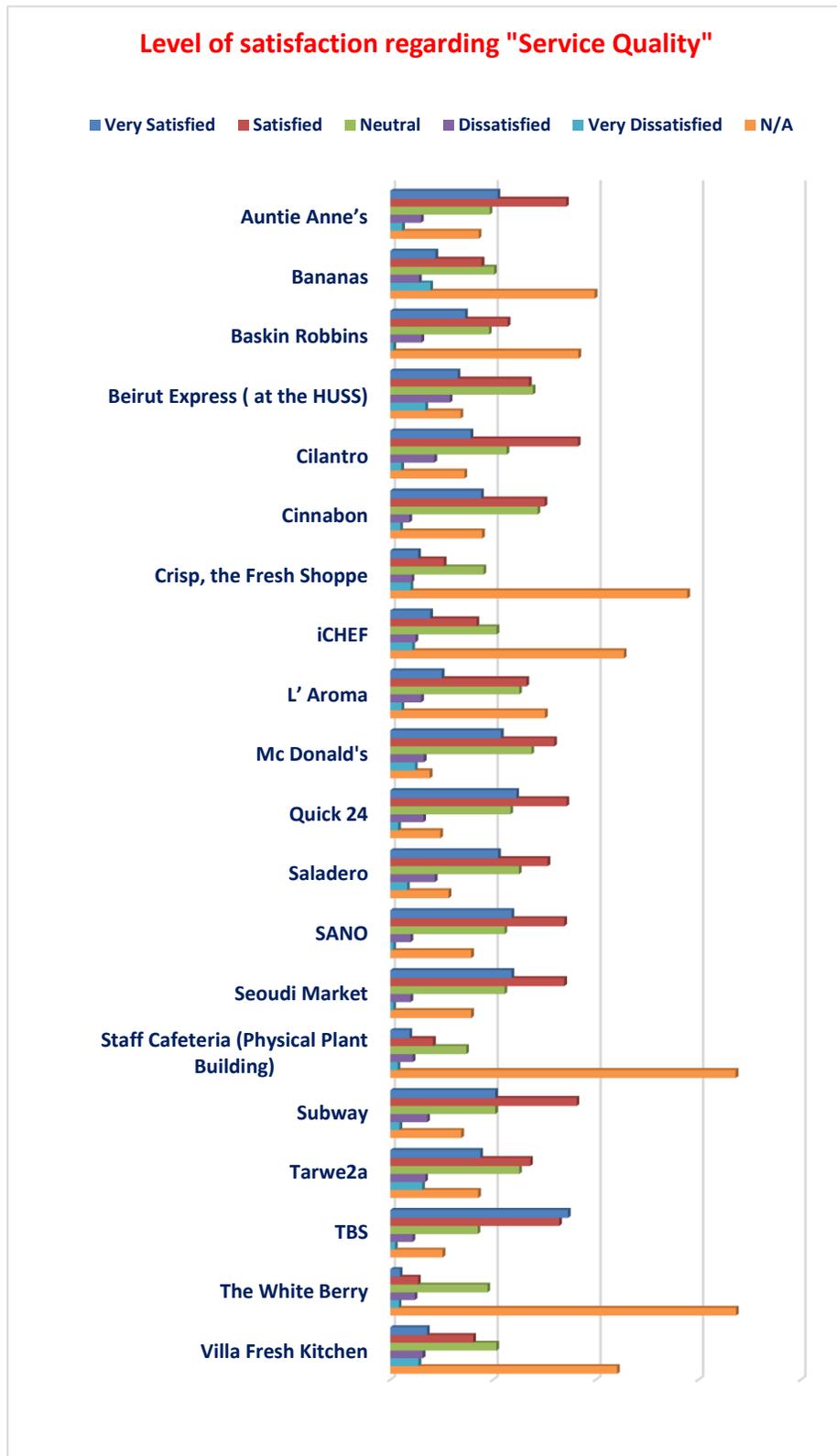


Table 10

<b>Staff attitude among food outlets:</b>	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Missing	Grand total
Auntie Anne's	131	146	96	23	4	101	501	173	674
	26.1%	29.1%	19.2%	4.6%	0.8%	20.2%	100%		
Bananas	64	78	100	16	32	195	485	189	674
	13.2%	16.1%	20.6%	3.3%	6.6%	40.2%	100%		
Baskin Robbins	75	95	100	19	4	185	478	196	674
	15.7%	19.9%	20.9%	4.0%	0.8%	38.7%	100%		
Beirut Express (at the HUSS)	107	134	138	27	32	77	515	159	674
	20.8%	26.0%	26.8%	5.2%	6.2%	15.0%	100%		
Cilantro	114	167	118	27	4	72	502	172	674
	22.7%	33.3%	23.5%	5.4%	0.8%	14.3%	100%		
Cinnabon	100	156	120	24	8	91	499	175	674
	20.0%	31.3%	24.0%	4.8%	1.6%	18.2%	100%		
Crisp, the Fresh Shoppe	36	60	86	12	15	262	471	203	674
	7.6%	12.7%	18.3%	2.5%	3.2%	55.6%	100%		
iCHEF	68	76	98	29	5	206	482	192	674
	14.1%	15.8%	20.3%	6.0%	1.0%	42.7%	100%		
L' Aroma	77	116	131	22	7	138	491	183	674
	15.7%	23.6%	26.7%	4.5%	1.4%	28.1%	100%		
Mc Donald's	119	155	138	42	11	47	512	162	674
	23.2%	30.3%	27.0%	8.2%	2.1%	9.2%	100%		
Quick 24	103	175	137	38	7	45	505	169	674
	20.4%	34.7%	27.1%	7.5%	1.4%	8.9%	100%		
Saladero	120	161	103	45	15	61	505	169	674
	23.8%	31.9%	20.4%	8.9%	3.0%	12.1%	100%		
SANO	58	89	84	27	44	182	484	190	674
	12.0%	18.4%	17.4%	5.6%	9.1%	37.6%	100%		
Seoudi Market	118	166	115	17	8	85	509	165	674
	23.2%	32.6%	22.6%	3.3%	1.6%	16.7%	100%		
Staff Cafeteria (Physical Plant Building)	25	42	74	13	8	304	466	208	674
	5.4%	9.0%	15.9%	2.8%	1.7%	65.2%	100%		
Subway	98	165	117	28	3	74	485	189	674
	20.2%	34.0%	24.1%	5.8%	0.6%	15.3%	100%		
Tarwe2a	120	141	114	13	24	90	502	172	674
	23.9%	28.1%	22.7%	2.6%	4.8%	17.9%	100%		
TBS	153	172	114	14	4	64	521	153	674
	29.4%	33.0%	21.9%	2.7%	0.8%	12.3%	100%		
The White Berry	19	49	80	20	4	296	468	206	674
	4.1%	10.5%	17.1%	4.3%	0.9%	63.2%	100%		
Villa Fresh Kitchen	48	74	88	30	25	210	475	199	674
	10.1%	15.6%	18.5%	6.3%	5.3%	44.2%	100%		

Figure 10

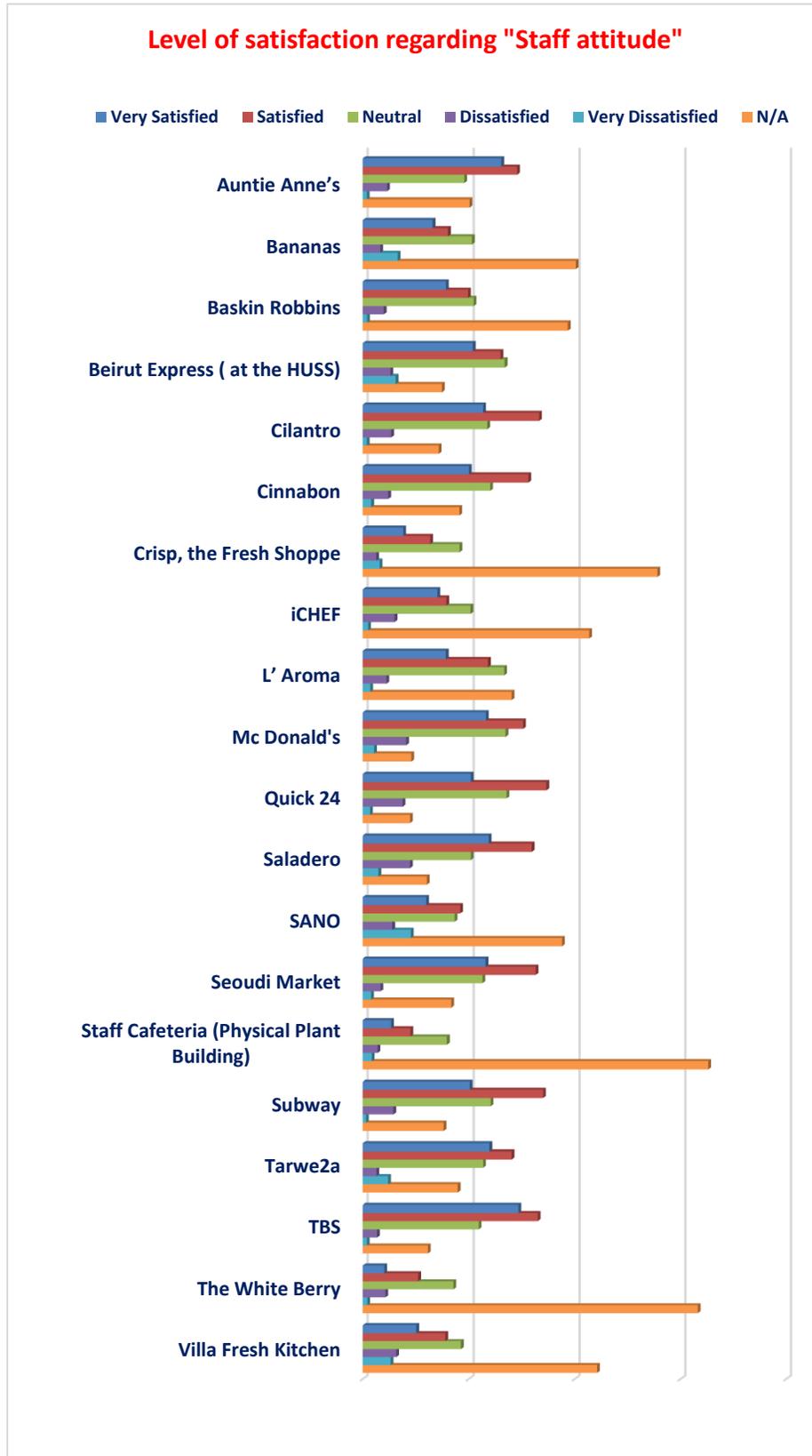
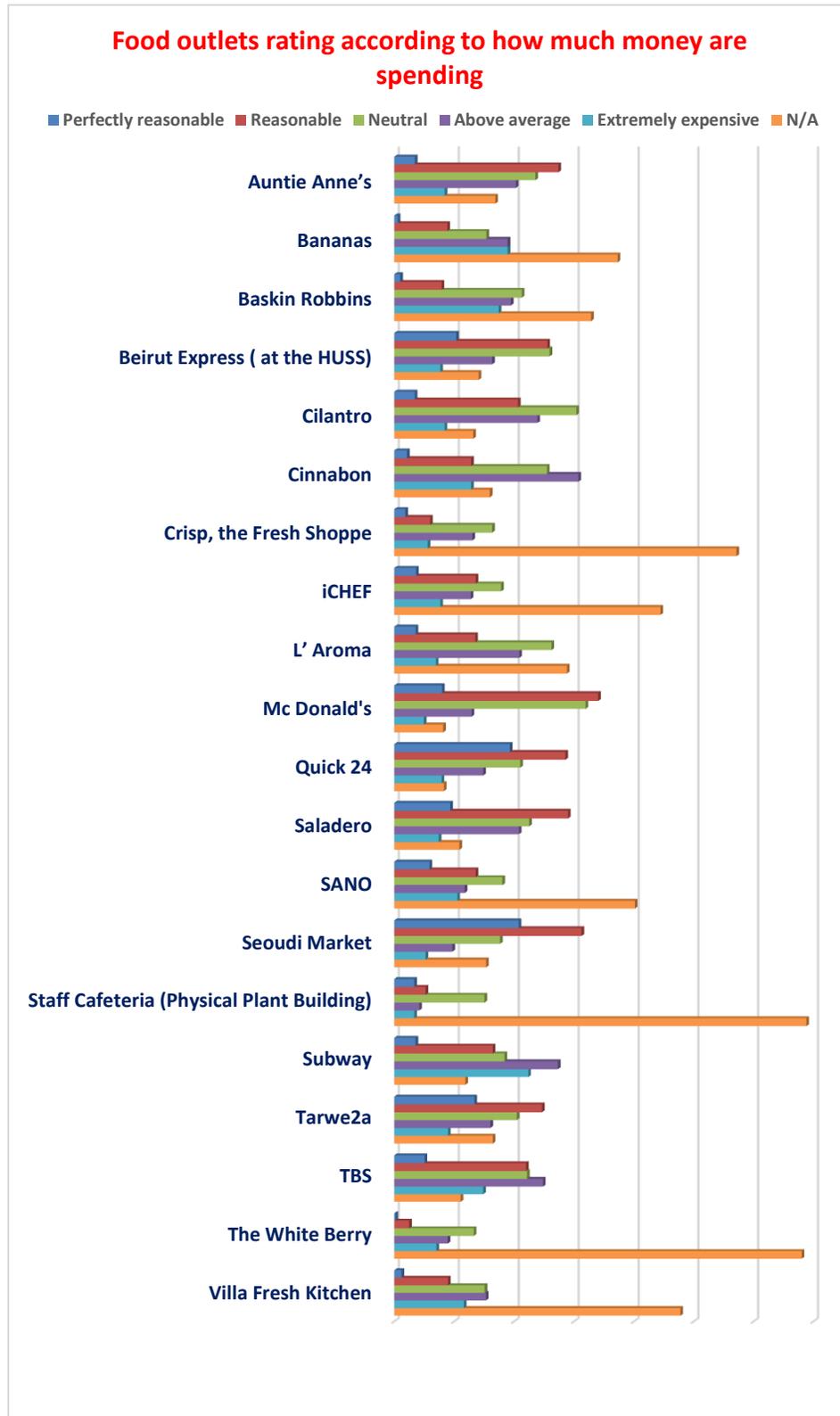


Table 11

<b>Money spent in food outlets:</b>	Perfectly reasonable	Reasonable	Neutral	Above average	Extremely expensive	N/A	Total	Missing	Grand total
Auntie Anne's	18	143	123	106	44	88	522	152	674
	3.4%	27.4%	23.6%	20.3%	8.4%	16.9%	100%		
Bananas	3	45	78	96	96	189	507	167	674
	0.6%	8.9%	15.4%	18.9%	18.9%	37.3%	100%		
Baskin Robbins	5	39	105	96	86	162	493	181	674
	1.0%	7.9%	21.3%	19.5%	17.4%	32.9%	100%		
Beirut Express (at the HUSS)	55	136	138	87	41	75	532	142	674
	10.3%	25.6%	25.9%	16.4%	7.7%	14.1%	100%		
Cilantro	18	108	159	125	44	69	523	151	674
	3.4%	20.7%	30.4%	23.9%	8.4%	13.2%	100%		
Cinnabon	11	66	131	158	66	82	514	160	674
	2.1%	12.8%	25.5%	30.7%	12.8%	16.0%	100%		
Crisp, the Fresh Shoppe	9	29	79	63	27	276	483	191	674
	1.9%	6.0%	16.4%	13.0%	5.6%	57.1%	100%		
iCHEF	18	67	88	63	38	219	493	181	674
	3.7%	13.6%	17.8%	12.8%	7.7%	44.4%	100%		
L' Aroma	18	68	132	105	35	145	503	171	674
	3.6%	13.5%	26.2%	20.9%	7.0%	28.8%	100%		
Mc Donald's	42	179	168	68	26	43	526	148	674
	8.0%	34.0%	31.9%	12.9%	4.9%	8.2%	100%		
Quick 24	100	148	109	77	41	43	518	156	674
	19.3%	28.6%	21.0%	14.9%	7.9%	8.3%	100%		
Saladero	49	152	118	109	39	57	524	150	674
	9.4%	29.0%	22.5%	20.8%	7.4%	10.9%	100%		
SANO	29	67	89	58	52	198	493	181	674
	5.9%	13.6%	18.1%	11.8%	10.5%	40.2%	100%		
Seoudi Market	107	161	91	50	27	79	515	159	674
	20.8%	31.3%	17.7%	9.7%	5.2%	15.3%	100%		
Staff Cafeteria (Physical Plant Building)	16	25	72	20	16	329	478	196	674
	3.3%	5.2%	15.1%	4.2%	3.3%	68.8%	100%		
Subway	18	83	93	138	113	60	505	169	674
	3.6%	16.4%	18.4%	27.3%	22.4%	11.9%	100%		
Tarwe2a	70	129	107	84	47	86	523	151	674
	13.4%	24.7%	20.5%	16.1%	9.0%	16.4%	100%		
TBS	27	117	118	132	79	59	532	142	674
	5.1%	22.0%	22.2%	24.8%	14.8%	11.1%	100%		
The White Berry	1	12	64	43	34	328	482	192	674
	0.2%	2.5%	13.3%	8.9%	7.1%	68.0%	100%		
Villa Fresh Kitchen	6	44	74	75	57	234	490	184	674
	1.2%	9.0%	15.1%	15.3%	11.6%	47.8%	100%		

Figure 11



## Section III Catering in campus

- When the respondents were asked: ***“Do you use catering, for events on campus?”***, 16.5% reported ***‘Yes, using campus vendors’***, 12.8% reported ***‘Yes, using outside campus vendors’***, 14% reported ***‘Yes, using both campus vendors and outside campus vendors’*** and 56.6% reported ***‘No’***.

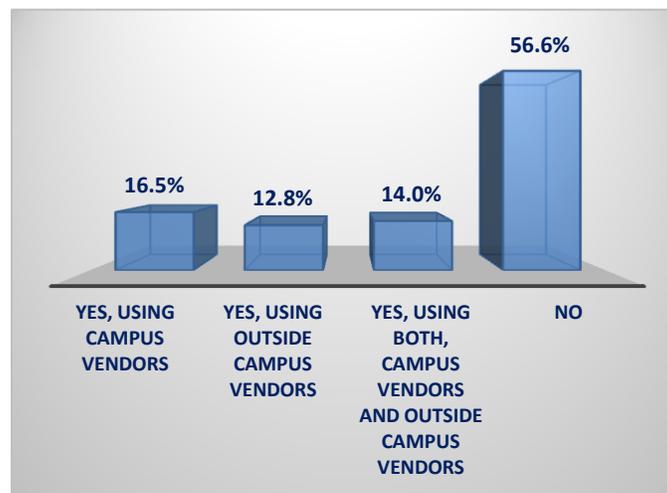
### Descriptive Analysis for Section III

Table 12

For events on campus do you use catering?	Frequency	Percent
Yes, using campus vendors	85	16.5%
Yes, using outside campus vendors	66	12.8%
Yes, using both, campus vendors and outside campus vendors	72	14.0%
No	291	56.6%
<b>Total</b>	<b>514</b>	<b>100%</b>

Missing (N= 160)

Figure 12



**Q.13: If your answer in the previous question is “Yes”, using campus vendors” please list vendors:**

**Respondents reported the following:**

Auntie Annes (4)*	SANO (46)*
Bananas	Seoudi Market (2)*
Beirut (10)*	SU Market
Bananas	Subway (7)*
Cilantro (2)*	Tarwe2a (49)*
Cinnabon	TBS (12)*
iCHEF (4)*	Villa Fresh Kitchen (3)*
L'Aroma	Service only and having resources to get extra items, tables...etc
Mc Donald's (4)*	Pizza- not sure which vendor provided it
Quick 24 (3)*	
Saladero (2)*	

\*Number of times repeated

**Q.14: If you are using outside campus vendors please provide reasons/justification:**

**Respondents reported the following:**

1. As a type of change
2. Because it is expensive
3. Because SOME items in outside campus vendors cost less than those in campus vendors.
4. Better food quality, better prices, and better catering.
5. Better options
6. Better pricing, better food offers
7. Better quality and price
8. Better variety of food or the same but cheaper.
9. Campus vendors are extremely expensive
10. Campus vendors are there every day; they are not going anywhere.
11. Campus vendors are too expensive. I get sandwiches for 10 LE outside while here is approx. 20 LE. I get juices much cheaper and soft drinks too.
12. Cause on campus is too expensive for me
13. Cheaper
14. Cheaper and healthier
15. Cheaper and Higher Quality
16. "Cheaper prices
17. Fresh Drinks with reasonable prices"
18. Cheaper, more variety usually.
19. Domino's Pizza (I like their pizza)
20. Finger licking good KFC
21. Food on campus too expensive
22. For quality lunches and dinners at conferences and events hotel catering has better quality

23. "fuego mori sushi Peking"
24. Healthier and more reasonable prices
25. I bring food from home because when I stay so long on campus it is unreasonable to spend over 20LE daily on food. Furthermore, food that is adequately priced is not substantial enough for a healthy meal. For example chips, biscuits, etc.
26. It's good to change and not provide the usual and what is available all year round.
27. La Poire
28. Lower prices, better quality and variety of options
29. Mercato
30. More reasonable prices, different varieties of food items
31. More suitable for events (Nola Cupcakes, Crumbs, frost bites,...etc.)
32. "Nola cupcakes
33. Shawerma el rim
34. Wafilicious"
35. Not Expensive
36. Pizza Hut
37. Price and fundraising pack. Better offers.
38. Price and quality
39. Prices outside campus are much lower
40. Problem in presentation, punctuality, cleanness
41. Sano turned out to be bad value for money, their quality is below average and Tarwi2a though good have several times arrived late to events. This led us to use outside catering for important events, and there was hardly any difference in price.
42. Selection and quality was the main reason for choosing an outside vendor
43. Some meals are not available on campus, e.g. club sandwich (not tarwi2a style)
44. Starbucks
45. Still Not enough healthy vendors on campus
46. The prices are more reasonable
47. They are less expensive ... and in case of charity events they might cooperate and reduce the price
48. They offer much better quality and variety of food with much less the amount if from an internal catering source on AUC
49. They're far cheaper
50. Usually cheaper and provide more efficient service (you can look for special offers etc.)
51. Variety of food.
52. "We get CAKES/ PIZZA/ SALTY CANAPE
53. We use La Poire and Sale Sucre"
54. Tried Tarwi2a but had a very bad experience with them. Sent a complaint but never got a response from Ms. Wafaa!!

## Section IV Campus Residents

- This section is related only to the **“Campus residents”** which involves 9.5% (n=60) of the respondents.
- Campus residents’ opinions regarding:
  1. **The current 24/7 “SANO” variety**: 13.2% of the respondents reported “Excellent”, 15.1% reported “Good”, 20.8% reported “Neutral”, 20.8% reported “Fair” and 30.2% reported “Very limited”.
  2. **The current 24/7 food outlets “Cilantro”**: 13% of the respondents reported “Excellent”, 25.9% reported “Good”, 27.8% reported “Neutral”, 14.8% reported “Fair” and 18.5% reported “Very limited”.
  3. **The vending machine services introduced to the residents**: 6.1% of the respondents reported “Excellent”, 10.2% reported “Good”, 36.7% reported “Neutral”, 4.1% reported “Fair” and 42.9% reported “Very limited”.

**Table 15**

Are you on campus resident?	Frequency	Percent
Yes	60	9.6%
No	567	90.4%
<b>Total</b>	<b>627</b>	<b>100%</b>

Missing (N=47)

**Figure 15**

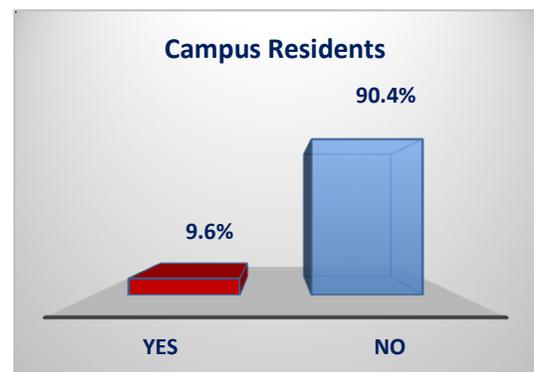
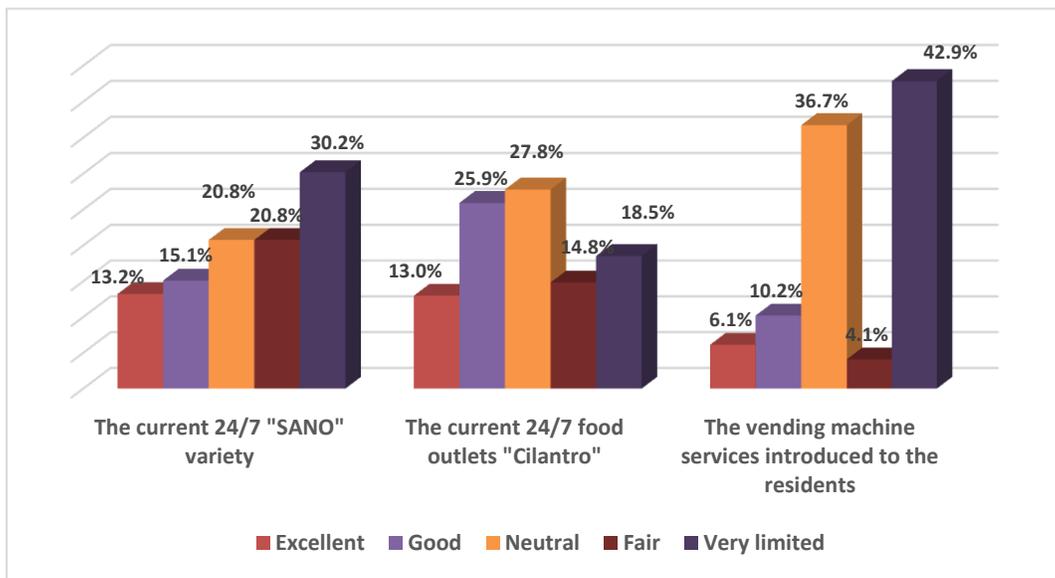


Table 16

	Excellent	Good	Neutral	Fair	Very limited	Total	Missing	Grand total
The current 24/7 "SANO" variety	7	8	11	11	16	53	621	674
	13.2%	15.1%	20.8%	20.8%	30.2%	100%		
The current 24/7 food outlets "Cilantro"	7	14	15	8	10	54	620	674
	13.0%	25.9%	27.8%	14.8%	18.5%	100%		
The vending machine services introduced to the residents	3	5	18	2	21	49	625	674
	6.1%	10.2%	36.7%	4.1%	42.9%	100%		

Figure 16



**Q.17: Please list items you would like always to find in SANO around the hours:**

**Respondents reported the following:**

1. A wider choice of side dishes
2. Delivery!!! and better food and chef
3. "Different staff than the ones already present in the night shift.
4. Service 24/7 with no 4 hour shut off from 4AM-8AM. This was a shock to me.
5. Lower prices.
6. All sandwiches."
7. Everything offered in the morning including the koshari, crêpes, and desserts
8. "Falafel/ Fries / Fool"
9. Food. Sano does not offer heated food from 3 or 4am until 8:30am and only offers the remaining cold sandwiches from the previous day, very limited!!
10. Fruit like bananas
11. "Fruit salad/ Pasta / Salmon / Chicken / Soup / Juice"
12. Good treatment will be enough!
13. I don't want SANO I want seoudi market
14. Koshary!
15. Meal of day being fresh at night as well as fool and ta3meyya sandwiches being offered all the time.
16. Pasta, pizza, salads, breakfast food
17. Real 24/7 catering. They stop serving from 4AM-8AM and keep you waiting and tell you come after 1 hour until we are fed up!!
18. Salad, meals, pizza.. Things are not always available ... so what's the point of opening 24/7 when half of the menu is not available
19. "Salad / Grilled Chicken / Steamed vegetables"
20. "Shawerma/ Hawawshy / Liver (kebda)"
21. "Simple sandwiches, ideally ready to go.
22. Basic snack items, including fresh fruit and other ""hand food""
23. Fool sandwiches (I miss the omda)"
24. "The Sandwiches in the fridges sometimes end, and by night I sometimes want to go and buy one but they are finished.
25. During the winter the outlet was doing a very poor job. It was only one kind of food, and not always present."

**Q.18: Please list items you would like always to find in Cilantro around the hours:**

**Respondents reported the following:**

- |   |                             |
|---|-----------------------------|
| 1. Better coffee                          | 6. No change.               |
| 2. Coffee                                 | 7. SADWICHES                |
| 3. Croissant and other stuff              | 8. Salad, sandwiches, meals |
| 4. Food!! Variety.                        | 9. Salads; Baked goods.     |
| 5. I don't go to cilantro it's overpriced | 10. Sandwiches              |

**Q.19: Please list items you would like always to find in the mini-market:**

**Respondents reported the following:**

1. "1.5" Litre mineral water bottles
2. Bread (2)
3. Fresh cutted chicken breasts
4. fresh fruit: needs to be better presented -- the selection is pretty random and fruit is often damaged, partly because they are displaying it in a way that makes people sort through to find what they want but also because they are packing fruit that is already damaged/too old.
5. Fresh vegetables and fruits
6. Fruit (2) and a bit of meat
7. More household items and toiletries.
8. ready made to microwave food with cheap prices
9. Silk, almond milk. But the staff is amazing.
10. There is a mineral water shortage in seoudi.
11. Water (2)
12. "dairy products
13. juice and drinks
14. shampoos, Persil and stuff
15. Many other things"

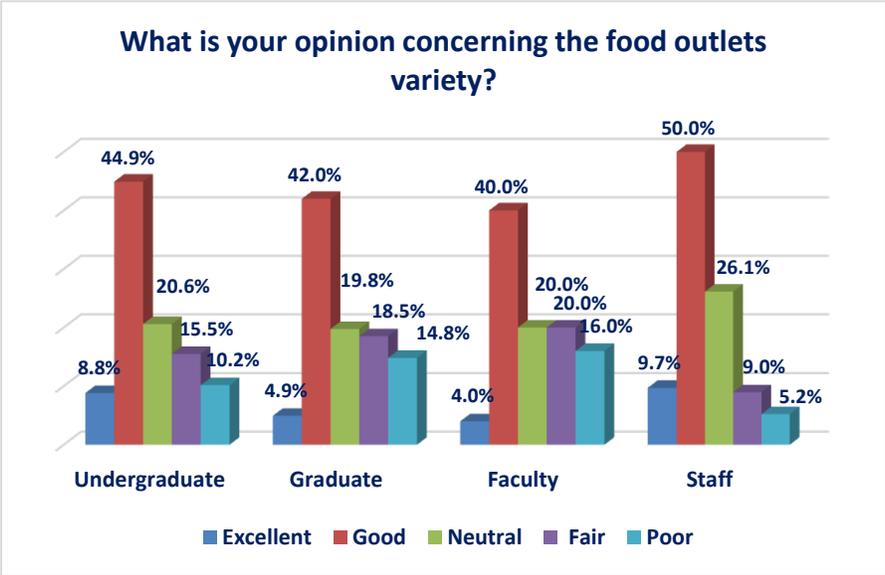
## Section V Cross Tabulations Questions

AUC categories by Q.2 “What is your opinion concerning the food outlets variety on campus?”

Table

AUC categories	What is your opinion concerning the food outlets variety on campus?					Total
	Excellent	Good	Neutral	Fair	Poor	
Undergraduate	33	168	77	58	38	374
	8.8%	44.9%	20.6%	15.5%	10.2%	100%
Graduate	4	34	16	15	12	81
	4.9%	42.0%	19.8%	18.5%	14.8%	100%
Faculty	3	30	15	15	12	75
	4.0%	40.0%	20.0%	20.0%	16.0%	100%
Staff	13	67	35	12	7	134
	9.7%	50.0%	26.1%	9.0%	5.2%	100%
Total	53	299	143	100	69	664
	8.0%	45.0%	21.5%	15.1%	10.4%	100%

Figure

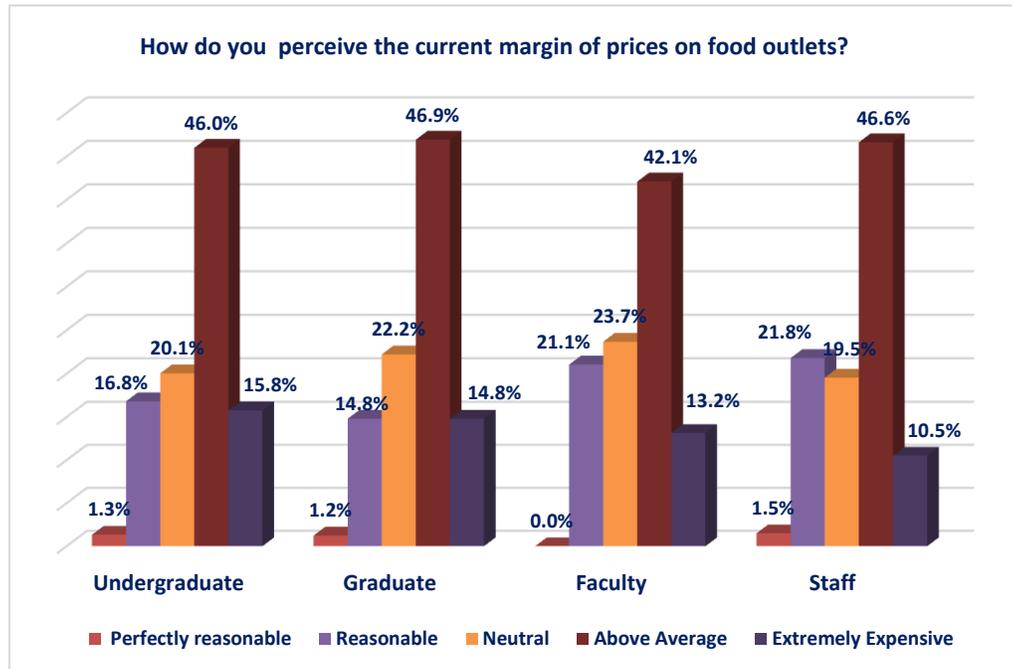


AUC categories by Q.3 “How do you perceive the current margin of prices on food outlets?”

Table

AUC categories	How do you perceive the current margin of prices on food outlets?					Total
	Perfectly reasonable	Reasonable	Neutral	Above Average	Extremely Expensive	
Undergraduate	5	63	75	172	59	374
	1.3%	16.8%	20.1%	46.0%	15.8%	100%
Graduate	1	12	18	38	12	81
	1.2%	14.8%	22.2%	46.9%	14.8%	100%
Faculty	0	16	18	32	10	76
	0.0%	21.1%	23.7%	42.1%	13.2%	100%
Staff	2	29	26	62	14	133
	1.5%	21.8%	19.5%	46.6%	10.5%	100%
Total	8	120	137	304	95	664
	1.2%	18.1%	20.6%	45.8%	14.3%	100%

Figure

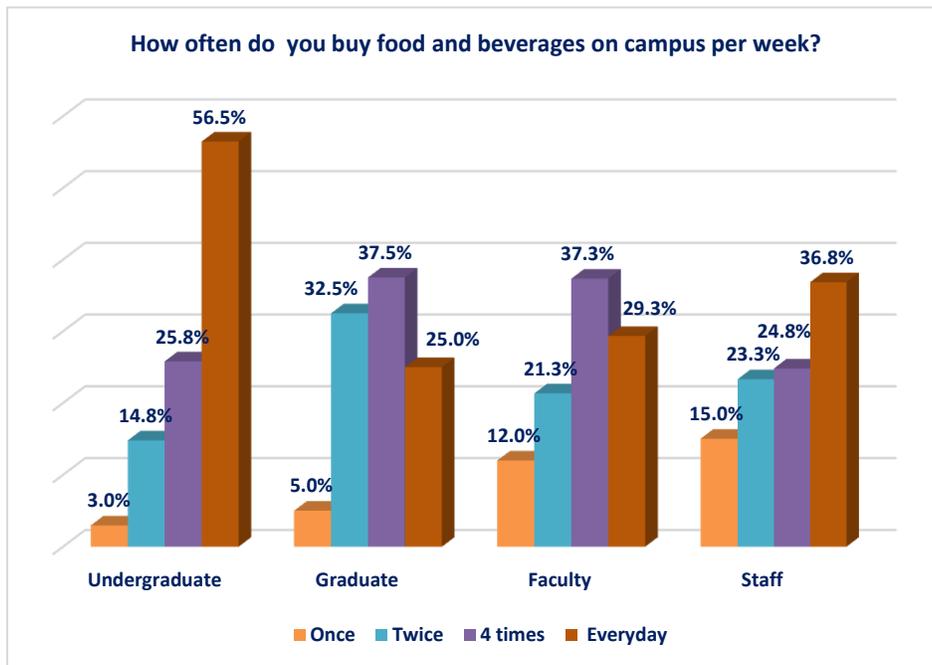


AUC categories by Q.4 “How often do you buy food and beverages on campus per week?”

Table

AUC categories	How often do you buy food and beverages on campus per week?				Total
	Once	Twice	4 times	Everyday	
Undergraduate	11	55	96	210	372
	3.0%	14.8%	25.8%	56.5%	100%
Graduate	4	26	30	20	80
	5.0%	32.5%	37.5%	25.0%	100%
Faculty	9	16	28	22	75
	12.0%	21.3%	37.3%	29.3%	100%
Staff	20	31	33	49	133
	15.0%	23.3%	24.8%	36.8%	100%
Total	44	128	187	301	660
	6.7%	19.4%	28.3%	45.6%	100%

Figure



## Section VI General comments

**Q. 20: Please list any general suggestions or ideas related to the food service at AUC.**

**Methodology:** The open ended question was analyzed using the word count function in MS Word. The words that appear most frequently were aggregated and then enumerated as dominant themes.

### ***Dominant theme: Expensive and overprice food***

1. There needs to be some control over the prices. The university increases the amount of money that the food outlets need to pay to stay in uni and so the outlets increase their prices in order to afford staying open. Everything is gradually becoming more expensive. Saladero and Tarwee2a are the most notable ones. Soon, students might deem it too expensive to eat at uni, and then these outlets will have less customers and will be forced to leave, and everyone loses.
2. What shows how expensive and unfair these outlets are, when the Student Union brings sandwiches to campus for much more reasonable prices? Their impact has been positive, and has actually encouraged other vendors to decrease their prices. For example, Beirut sold Shwarma sandwiches for 20 LE in the Fall, however once the SU began selling sandwiches for 18 Beirut immediately dropped their prices. This, unfortunately, has not been repeated with the salad bars, as both Saladero and the Potato stand next to the library are very expensive comparative to what they are providing.
3. Although improvement has been made high prices still remain a problem, especially as many outlets have raised their prices without justification "Al Balad Baiza." I don't care; khiyar for salads has not gone up so I see no justification. They are already expensive.
4. Although there is a very good variety of food and cuisines in the university and the price of food ranges from high to low, there are very few vendors who sell cheap and healthy food. In fact, the only vendor where I can get a satisfying, healthy meal is Tarwee2a. Although there are very good vendors, their costs are very high and there are almost no vendors where I can afford to have a satisfying meal every day. The only vendors who serve proper meals which I can afford on an everyday basis are McDonald's and Tarwee2a and sometimes Subway. The rest are really expensive. I can't be expected to pay 25-30 LE per day for food alone.
5. First, the prices are very expensive relative to food prices outside AUC. Not everyone who attends AUC is wealthy enough to just throw money away trying to eat.
6. For a dorms (on campus) resident, the food is too expensive comparing to its quality.
7. Generally everything is very, very expensive. There are very few/no healthy, low-cost options.
8. Get less expensive food outlets
9. I think that El omda is better than the Caf. The Caf is a little bit expensive and El omda prices are reasonable. I think the salad booths are extremely expensive...it's just salad!! And TBS sandwiches are really poor and very expensive. Tarwi2a is really bad; I tried it once and would never eat there again. It's expensive and poor!! In general, I think the prices are extremely high.
10. It would be better if there were cheaper options available (more like tarwee2a rather than expensive restaurants!

11. It would be great to have a place to get healthy yogurt and fruit or granola or similar, not more expensive sugary dessert foods or places that specialize in carbs and fat.
12. Very expensive food
13. More variety of food that can be bought everyday-not too expensive
14. Negotiate Better prices. Prices are so high and expensive.
15. A sandwich at subway is too expensive for just a sandwich... 40 pounds.. Wow. But at auntie annies, the prices are averagely lower and it tastes fantastic, quite unhealthy though. and although TBS is expensive, the quality is very high, but on the other hand saladero is good and healthy, but i beleive i am paying too much for just "veggies" -- although it's understandable Villa is extremely expensive, i paid 70 for a meal once, macaroni and mushroom chicken, they said they 'sold the chicken alone' ... how am i supposed to eat it? i felt tricked...
16. Reasonable Priced Food: Expensive food is 30:70 this rate needs to change. My pocket money is about 450 EGP how I am supposed to pay only 13 pounds daily including the daily parking fees which is 5 EGP, so tell me how am I supposed to live with 8 pounds on a campus in the middle of the desert.
17. Saladero has become unreasonably expensive! and it's the only fresh place we like now we can't afford its 40 LE & 30 LE SALAD!!
18. some restaurants are extremely expensive
19. The food on offer is of poor nutritional quality and is extremely expensive to boot. Although I spend 10 hours/day on campus, I bring my own meals and snacks. I would spend probably spend 80LE+/day if I bought comparable meals and snacks from campus vendors.
20. The food on offer is of poor nutritional quality and is extremely expensive to boot. Although I spend 10 hours/day on campus, I bring my own meals and snacks. I would spend probably spend 80LE+/day if I bought comparable meals and snacks from campus vendors.
21. The outlets in general are very expensive for the average graduate student. You have to spend minimum 20 L.E. for ONE MEAL during the day, so if you are staying for long (especially if working at the lab) you will need two meals, which is minimum 40 L.E. Per week this totals to 200 L.E., per month 800 L.E. Given that a full-time fellow barely receives a pay above that, this price for food would be devastating. And there are no cheaper options for such students.
22. The prices need to reasonably reflect the changes in the macro environment without taking advantage of it making things awfully expensive without reasonable justification just like what Saladero is doing!!
23. Some outlets, such as TBS, are extremely expensive, so they need to decrease their prices.
24. Very expensive and not up to the standard.. options for reasonable prices are not enough
25. Villa Fresh Kitchen is too expensive. It should either lower its prices, or be replaced with something else.
26. Beirut Express is good, but is somewhat expensive. Also, many of its main dishes are not available after 5 pm.
27. In other universities you usually find restaurants giving students a cheaper price, but in AUC they charge us the same prices.. for instance in MIU cook door charges students with prices that are at least 25% less than the normal prices. We need more healthy food , Saladero is not enough and has become too expensive!!
28. I would love to see some changes to the Auntie Anne's staff and have price increases slowed down or stopped if possible.

29. Foods are also overpriced... This causes a lot of the students to actually bring food from home with them and choose not to consume any of the foods provided by the outlets on campus
30. . Banana's is far overpriced.. The Sunday that costs 6LE at MacDonald's is sold for, excuse me, 35LE???
31. TBS... Excellent Staff, Excellent service & Quality but (High Prices).
32. Nobody should have to spend at least 20-30 pounds for a meal every day.
33. Those like me, that eat every day in Campus, find the prices excessive.
34. The increasing prices are not affordable..
35. The prices are really high. I try not to buy anything from campus although I spend 8 there on daily basis.
36. The cafeteria has inflated prices - inflated even in comparison with other outlets on campus.
37. Prices should be lowered, especially because we are students who don't work and we cannot support ourselves.
38. AUC has a lot of food vendors, which I appreciate. However, it is difficult to find reasonably priced meals that will provide me with enough food. Prices are surprisingly high.
39. Better prices, we use the campus every day and can't afford this kind of expenses on a daily basis
40. Lowering prices and increasing food quality and freshness will surely result in much more customers.
41. make it cheaper
42. Make prices cheaper. It's enough that we're paying crazy tuition fees, we shouldn't be getting basic food and drink at a premium. Haram Zaleekom, not everyone's daddy's a billionaire.
43. I think prices should be more reasonable, for example, I believe that paying 42 LE for a meal at Villa is too much, compared with McDonald's where you can have a large meal for around 28 LE.

### ***Dominant theme: The need of Healthy Food***

1. It would be great to have a place to get healthy yogurt and fruit or granola or similar, not more expensive sugary dessert foods or places that specialize in carbs and fat.
2. More healthy food options on campus should be provided... most food outlets offer fatty and sugary foods... Students who spend long hours on campus cannot just rely on these types of food on a daily basis
3. The best deal on campus is currently McDonald's, which is not healthy.
4. bringing in more healthy, varied options, trying to keep the less not healthy food to a minimum
5. there is not a variety of (healthy) food
6. More healthy food outlets
7. HEALTHY FOOD, grilled chicken/fish/meat
8. We need more healthy food
9. We need more healthy, hot meal outlets on campus please!!!
10. I would recommend getting Tabasco back it offered tasty healthy food with reasonable prices, it's breakfast meals were great
11. I still feel there aren't enough healthy options on campus. And the food campus wide is not great (taste wise) but that is my general feeling with eating out in Egypt.

12. If somebody wants to have a healthy option all they really have is a salad option. From 15 to 20 pounds for a reasonable salad is a LOT. I wish there was some sort of restaurant that didn't ask for an arm and a leg when it came to a healthy option.
13. In need of more healthy and fresh food vendors.
14. Fresh fruits along with more healthy options should be made available.
15. Bananas has potential except that like to put sugar in everything; thus making something healthy and nutritious just the opposite. Someone should point that out to them; they should ask patrons if they want that additional sugar instead of just piling it on.
16. Less fast food, more healthy food.
17. No Healthy food. Limited food choices
18. More healthy food options other than salad (reasonably priced fruit, soup, non-fried Lebanese food)
19. More healthy food outlets, allow saladero another outlet! Replace mc Donald's with something more healthy
20. More healthy food, PLEASE! E.g.: it is not possible to by a healthy breakfast on campus in the morning, e.g. yoghurt.
21. More healthy food with reasonable prices.
22. More healthy varieties in both food and drink.
23. Please concentrate on drinks, there is no proper fresh juices on campus with reasonable prices.
24. Please take care of the food, choices are limited. Healthy choices need to be studied.
25. need more healthy food for cheaper prices
26. Need more healthy food, like more roasted, steamed, oil free food, steamed vegetables, green salads and fresh fruit outlet
27. please bring some healthy food on
28. Need more outlets that sell healthy food, the outlets are 99% junk food. Saladero comes the closest in the healthiness department. However, it's quite common sense that a salad bar should not be outdoors. This in the end prompts me to go for a faster, however less healthy, alternative that I did not want, such as Cinnabon or so. Places that have too much crowd-pressure, like Saladero, should be allowed a second outlet if applicable. Thank you.
29. The food outlets still don't offer a healthy alternative for me to have lunch on campus. Maybe I can get a healthy snack, but not a meal.
30. The health quality is low.
31. No variety of healthy food round the campus.. Especially Mac.
32. There needs to be more healthy options--like Asian noodles, vegetarian sandwiches, and soups.
33. Better variety of healthier foods...not just student food...and for takeout, not sit down.
34. There should be a section for grilled food in SANO, as there is very little healthy food in university.
35. tawi2a's sandwiches are mostly under cooked, tasteless and overpriced
36. Cinnabon overprices everything (even water), "because they can" and AUC students will pay regardless. This is what one of the employees told me.
37. We need healthier and more cost effective options.
38. More vegetarian options; shorter lines!!
39. A fresh fruit juice vendor on campus would be great.

## ***Dominant theme: Quality of Food and variety***

1. The quality of food on campus is really bad..
2. Food freshness and cleanliness, along with presentation, should be your number 1 priority
3. SANO has horrible service, horrible food quality, poor variety
4. Cilanto very few variety... they don't have all the things they put on their menu. like hot white chocolate.
5. SANO has no variety in vegetables besides sauté and potatoes every day. We need to see molokhiya, beans, kolkas, sweet potatoes, even squash which are extremely nutritious and not stale bamia or otherwise which is completely useless.
6. The faculty dining room needs to provide a higher quality salad bar, with more variety, and healthier desserts.
7. The faculty restaurant has almost the same thing day after day. PLEASE get more variety
8. Why on earth not to provide a more variety with food variety with food types and prices as well?
9. Wider variety of food for lunch is needed rather than snack shops.
10. We need more variety in healthy options as well as vegan options.
11. We need more variety on campus, for example there are more than three salad bars, while there is only tarwee2a for quick pick-up sandwiches. Variety is the problem.
12. There should be more than one salad bar and cleanness of the salad is the most important. Also, because of the variety of the food outlets of non-healthy food, considering the salad is the most important
13. Beirut, in my opinion, has a very wide variety in their menus, but unfortunately they lack the fine taste of the food many times; they should benefit from having this wide variety menu and concentrate more on the taste and freshness of the food.
14. Inspect the quality of services, especially at the end of the day. I am a graduate student and usually use these food vendors at the afternoon and I find that what is left is " the left overs of the day" or some food services ran out of fresh stuff!
15. ...God, just start fresh.
16. The last time I ate at Saladero, the pasta was not fresh, very old; also they veggies are not washed properly. I stopped eating there.
17. Saladero.... The Best on reasonable measures Excellent (Staff, Service, Quality, Price, Finishing and output) the main important thing is the Stability of the Service level Excellency all the time.
18. We always find flies in the juice of SANO and it is really embarrassing especially when you have very important guests.
19. The McDonalds at AUC is especially dirtier than any other McDonald's I've seen in Egypt.
20. Food selection is horrible - why was Omda closed? The only real option is McDonald's, and McDonald's in general (not specific to AUC) is generally disgusting. Subway is not satisfying. The Italian restaurant between Subway and McDonald's is awful. What else is there? What are we supposed to eat?
21. The food at that place next to subway and McDonald's is too greasy
22. Some of the places are unreasonably priced, and the food quality is not worth it. The food shops are scattered all over campus which makes them hard to find.  
However, I do not tend to eat out (i am picky) but when i do, i expect my food not to be overly greasy or covered in mayo.

23. Sano quantities and service is horrible. In fact, it is not value for money. Limited quantities that are tasteless
24. Cinnabon the Cinnabons are not fresh but the coffee is great.
25. Remove SANO the taste of the food is very poor compared to EL OMDA, the quality of food and freshness is also very poor.
26. Beirut food quality is very bad, poor meat quality with a lot of fat, not always fresh. I think it should be replaced by another better oriental vendor.
27. Food service is decent in AUC. But I only have a small issue with freshness and quality as food is not always fresh throughout the day anywhere in the university.
28. The Faculty lounge food is completely boring...the same thing all of the time; I eat only the salad...and there is never good dressing available; too fatty or creamy. Have better vegetarian alternatives. Thank you!
29. Change Crisp because food is awful over there.
30. Get rid of Sano. The food is greasy, poor quality, cheap ingredients.
31. I want to add that L'aroma has the poorest quality of sandwiches I ve ever came across!!!!
32. The best is the student cafe behind cilantro. Food is fresh and the guys are really in good humor
33. I believe that there must be more censorship on the quality of food because sometimes they are poor and the service is reckless.
34. I feel that most outlets sell starchy foods with very little nutritional value and I would love to see an outlet selling hot soup & rolls.
35. Subway has the worst presentation bar (where you choose fillings for the sandwich).
36. Cilantro needs to improve coffee quality
37. The oil should be removed from the fries properly for health precautions

### ***Dominant Theme: Level of cleanness and hygiene***

1. Beirut Express gives excellent value for the money, but needs to keep its premises much cleaner! Cats should be kept away from food outlets.
2. I have several friends who stopped eating from saladero because they started not to feel well after eating
3. Some restaurants do not properly adhere to hygienic precautions, for example, not all the employees may wear gloves.
4. guys who work at Beirut restaurant should take care of hygiene
5. Saladero needs to take more care about the cleanliness of their station.
6. The food stand across "the caf" (don't know what it is called) is extremely unhygienic. I know three people that got food poisoning from it last semester, two of which were hospitalized.
7. Beirut Express is terrible! I have had two incidents of finding hard objects found in sandwiches- of which last week caused me to break a tooth, causing an emergency trip to the dentist. Clearly, quality control and cleanliness are not practiced there.
8. Hygiene and cleanliness of the floors and tables in the American Food Court (McDonalds area) is very poor.
9. Inspections of vendor cleanliness should be more frequent. In particular, places where salads are served (Saladero).

### ***Dominant theme: Staff attitude***

1. SANO need to improve its staff attitude and training. Also, Beirut needs a lot of training to its staff on how treating their customers and reduce the queuing time ( time from ordering to delivering the stuff)
2. The service quality in Beirut is very dissatisfying, staff many times left me standing waiting for anyone to come take my order while they were talking to each other, and fighting on who did not do a specific order.
3. Beirut Express (at the HUSS) was a very bad choice for AUC specially in the quality of food service even the staff behavior in compare with El Omdah ..... Beirut is poor in quality & services... please just have a look on the restaurant kitchen anytime afternoon..... It is awful and disgusting.....
4. Macdonald's staff has to be more Hygienic.
5. Both Sano in the faculty lounge and the Caf (of perhaps they are the same) need to improve their service. I have eaten several times in the faculty lounge without the staff asking for drink orders. After a couple of attempts, I don't use the Caf because I am not clear on what they offer, it was quite slow, and the coordination between paying and ordering seems to be more complex than it should be.
6. Employ more staff to actually serve or, if you don't want to employ more, make sure those there actually work. I'm fed up having to wait in a queue for 10 minutes+ to get a salad or served.
7. Constant evaluation for staff attitude.
8. Train service staff in efficient and professional service. Train staff to enforce no smoking rules in closed environment like the caf. Train staff in places like Beirut to present a cleaner interior environment.
9. I would love to see some changes to the Auntie Anne's staff
10. Cinnabon on Bartlett Plaza are very slow in service this semester. They're either not competent enough or under-staffed.
11. Teach the food outlet personnel about sustainable waste management and recycling
12. SANO waiters are untrained. I among others are not going to eat in the lounge any more.
13. SANO in-charge Ms. Sara is very unprofessional and does not live up to standards of management of a food outlet on campus
14. I've found the workers at McDonald's in the morning very friendly. They are always friendly at Subway; always!

### ***Dominant theme: Time consuming***

1. More Saladero outlets; the waiting lines are extremely long and sometimes I end up ending unhealthy food from less crowded food outlets.
2. Speed of service should be included in this survey. Pretty sure I would rate all of the outlets as poor in that category though, with the exception of Cinnabon. Although the outlets might seem plentiful, everywhere is usually too crowded that it makes getting food too time-consuming.
3. If I'm looking for healthy options I turn to beirut or saladaro and both have the longest lines during assembly hour.

4. Beirut needs a lot of training to its staff on how treating their customers and reduce the queuing time ( time from ordering to delivering the stuff)
5. The queues take forever because the staff almost everywhere except quick and McDonalds are extremely slow.
6. Beirut Express: horrible horrible waiting times.
7. better way to lessen wait time
8. Let's do something about the unbearable crowded at food outlets during assembly hour. Esp. in TBS or Saladero or the Food Court and Cilantro!
9. I strongly wish there were more food outlets on campus. The lines at many of the outlets are too long to be able to purchase something in the 15 minutes between classes and still make it to class on time.
10. The queues during assembly hour are too annoying.

### ***Dominant theme: Catering and office delivery***

1. Need more presentable options for catering
2. Consider a company like Bon Appetit which for a while used to offer catering downtown and used to have good quality food. Also La Poire used to do catering for us a long time ago. Both can be induced I think to open outlets on campus that might offer better food.
3. poor catering services in the sse building
4. I would also like some kind of delivery service because there's not always time to walk to the outlets, wait in a long queue, and then wait to be served.
5. I asked Seoudi to deliver one box of mineral water to my office; the responsible guy at the cashier did not cooperate. How am I supposed to get my own water on campus? or should I bring my own water from home with me. I was going to tip the delivery guy. I am willing to pay an extra reasonable charge for delivery. Please ask them to offer delivery. I just double checked by calling them now and the guy who answered the phone said that they do not deliver. Seoudi market should provide delivery to offices.
6. Send out delivery numbers and allow vendors to deliver to offices, rooms, etc.
7. Office delivery would be a significant improvement to the current food offerings at AUC.
8. Also an online menu listing the offerings of each food outlet would be very useful.

## **Dominant theme: Complaints**

1. Numerous times I've seen little cockroaches swarming the bin right next to the McDonald's kitchen and I've seen ones crawl out the kitchen, its super disgusting. Also, one time I wanted to buy a sundae but didn't have any change. I gave the lady a 100 she asked if I had change I said no and then she gave me attitude about it and wouldn't take my money as if it was my fault they don't have change. It's really not the customer's fault especially in that situation.
2. I think people working in food outlets on AUC campus should be aware that they're dealing with a completely different community. I think it is very RUDE (and it's an easy word to describe) to forbid a student from taking a couple of sugar packs just because he/she didn't buy a product from this outlet; this was way too low. It was Cinnabon's manager who did that by the way (and not a normal personal)!!!
3. I am extremely dissatisfied with my experience at Beirut Express and moreover the lack of response to the complaint that I filed last semester (Fall 2012). Please bring back El-Omda!
4. I don't understand how a university like ours could allow junk food restaurants like McDonalds to open on campus. Have you no health awareness whatsoever? You may as well allow selling cigarettes on campus because it's just as harmful!
5. Price of water must be fixed on campus. Some outlets selling for double what others are selling water for.
6. I am a grad student and all of my classes are at night. After class I am hungry, but many places are closed. The Italian place in the cafeteria closes unusually early - and even when they are open, I worry that their food is not fresh, but has been sitting there all day. In general I wish that more food places were open later.
7. I like the food at the Italian place in the Food Court, but I can't remember what the name of it is so I couldn't rate it in the questions above. However, their prices are SUPER SUPER expensive. I have never heard of paying 40 LE for a small piece of lasagna and soft drink. Who has heard of a 200+ LE pizza?! It is completely outrageous, this is my main complaint.
8. I'm unsatisfied by "Villa Fresh Kitchen"...it should be out of campus, they shouldn't be named "fresh" from the first place ...the food is of poor quality, i tried many things they offer i tried their pizza, their pasta, their salad, their chicken wings practically all of what i ordered weren't good (we have limited choices on campus that are open till 8 pm so i order from them)... I'd like to report that once i ordered (takeaway) pasta with red sauce & when i started eating it in the library i found that the sauce had a strange odor!! and that was the last time i tried them.
9. SANO's prices are a generally okay, but most of its main meals/dishes are not available at night. So we, who live in the dorms, don't really have anything proper to eat from SANO at night except for Pasta!! Shawerma, hawawshy, liver (kebda), Koushary are all not available at night (after about 7 - 8 pm).
10. Saladero is completely unsanitary. I once found a bug in my salad and I wasn't the only one
11. SANO should aim on cooking with less oil. Sometimes you see the food covered in oil and it's a real turn off. Sometimes I'd rather starve than eat on campus.
12. Last Thursday, I ate at Saladero, which is supposedly the "cleanest" food outlet at the campus, and my stomach actually hurt me for 2 complete days! I couldn't eat or drink anything and I was sick the whole time. Please, if possible, someone go and inspect it, because since then, I have been actually scared to eat anywhere on campus.

13. I was poisoned by SANO food twice and same thing happened to some of my friends.
14. Quick employees are extremely rude and they are dishonest in terms of not returning to people all their money (will take a pound or half a pound to himself) when he can. It's not about the amount of money, it's about the fact the SOME (not all) steal when they can.
15. As a graduate student, i suffer the neglectfulness as we stay late sometimes until 10 pm with no food outlets after 7 (6:30 as they prepare to close). So as not to burden the foot outlets, let each suggest 2 days to stay late and to be shifted each week so all grads can benefit from.
16. The cafe staff should not ask personal questions or make silly jokes.
17. The water prices are so high; a small bottle of water costs 4 pounds at Cinnabon!

### ***Dominant theme: General comments***

1. Also, please try to not close the desert development outlet, which sells healthy choices. And try to make it more open. Thank you for considering this.
2. Replacing EL OMDA with Beirut was not a very sound decision: OMDA had a very good variety and much better quality, with good prices!
3. IChef is not really necessary when Saladero is present, space can be used for more variety.
4. GENERALLY: Outlets should be aware of class beginning times (i.e. 8:30am, 10am, 11:30am, 2pm, 3:30pm, and 5pm). They should speed up the service at least in the few minutes before these classes so that people are not late.
5. There is an outlet that sells salads after the library building at the entrance of the new cafeteria. I don't know its name because I never looked at its name. It has an open choice of salads. In response to all the above, it is reasonable, staff attitude is good, the food is fresh but they serve very little compared to what they charge. For protein choice, they put a minute amount of slivers of mushroom. I stopped eating there.
6. Tarwee2a is my choice although they do not always carry brown bread and many times it is not fresh
7. the price of mobile phone credit scratch cards is too expensive in Quick24
8. Why cannot at least ONE outlet be open for coffee after the first bus arrives? There is a market and some people are in the shops at that hour. But no coffee.
9. Why can we not insist upon training the workers? I cannot tell you how many times I have ordered something standard and it creates a problem that involves several people. Egyptians call this cultural. Sorry. It is just lack of training. Also, running out of bottled water (a common occurrence) is inexcusable. Do you know that many people simply refuse to eat on campus? I do not wonder why.
10. White Berry never seems to be open whenever I attempt to get something from there, I'm starting to doubt whether it actually exists.
11. There is a lot of pressure on workers and personally I don't eat during assembly to avoid the crowdness.
12. We need cheap, healthy tasty food.
13. Way too many fast-food chains. Could be a lot healthier!
14. Usage of Average pricing, especially for: TBS, Quick, saladero and Tarwi'a
15. This is a captured market without easy competition from outside vendors. The quality of much of the food on campus is poor and we must contend with price inflation compared to other

locations in Cairo. The university should be able to negotiate better pricing for students and faculty.

16. I'm not familiar with some of the outlets mentioned --SANO (at the sports center?), White Berry and Crisp the Fresh Shoppe--never heard of them. Maybe there needs to be more information or advertising.
17. The Caf is EXTREMELY inefficient, there are 20 workers roaming inside and very few of them actually serve the customers. This is supposed to be the main food outlet on campus yet something like Saladero (as inefficient as it might be) yet serves more people with 2 workers more than the caf does with 20. It needs better management.
18. That place by Huss (Beirut) uses way too much plastic packaging.  
Crisp is kind of far away which is a shame because they have good food
19. Tarwee2a is not worth the money i spend on it
20. I don't like I-chef that much
21. Subway and TBS are nearly the same but TBS is much better. We can have different food types like for example GUC has Peking. Salad Fiesta for me was the best salad bar present at university
22. Sometimes I pay more than usual on the same items I pick at Saladero.
23. Some food outlets, like Beirut Express do not offer what is included in the menu, such as Lentils soup, they always reply that it'll be available in 2 days, but they never do. My advice is to whether delete the items that are always not available in the menu, or don't give a specific time if they're not sure of the exact date.
24. SANO should not be on CAMPUS. The Caf is below average in service, timing, quality and cleanliness.
25. it is disappointing that the majority of food and drinks Quick sells are imported. Why would I want to spend 30LE on a large bag of chips which you can find in the local market for 3LE. Seudi has the same problem but on a much smaller scale, at least 60% of their content is local.
26. The Cafe... sometimes the salad bar gets out of dressing like the balsamic vinegar.  
l'Aroma... to increase the size of the salad dressing which is very small.
27. Salad booth that's relatively cheaper. Not more than 10le
28. Bring back Omda. more interesting options should be added to Saladero, like pineapples (Y)
29. prices should be reduced and there should be more average selling vendors like tarwi2a
30. Please indicate all of the shops with price increases, though I really like Cilantro they were never listed by e-mail as authorized to raise their prices which they did anyway.
31. PLEASE BE MORE STRICT ON NON SMOKING INDOORS .
32. please change Beirut Express they offer a bad service
33. Most of these outlets only address students not staff.
34. More operating hours
35. More options open 24/7 at better prices for those in the dorms.
36. More vendors will give everyone on campus more options and better prices.
37. More attention to detail. The SANO food needs lots of improvement. I usually avoid the faculty lounge because they prepare the food there.
38. The same applies for department meetings and other events (like commencement). I cringe at the sight of those little sandwiches. I wish there were better options and especially healthier options for department meetings and other campus events.

39. Please design a better survey, one that counts a blank answer as N/A, and does not include pointless questions or vague questions ("service presentation" - what is that? And who really cares, it is lunchtime at a university. Same goes for service. Instead just ask to indicate any places where you have had especially good service, or especially bad. Again, it is lunchtime at a university food outlet, not a 5-star restaurant). We are in a hurry and want to fill out the survey but it is too much of a waste of time and very tedious, to click all these little circles instead of ones that actually apply to your experience.  
Simplify this, for example: Ask which of the following have fresh food in your experience, and allow us to check only the ones that we have actually eaten at.
40. It is bizarre that no shop is open serving coffee and breakfast items when the first buses arrive.
41. The sound management in the food court is very poor, as it is always terribly loud in there, even if it's not crowded.
42. During breaks and Summer time, there must be enough food outlets for staff and researchers.
43. I can't take my breakfast at the university before 8:30 am classes, as there are no open food outlets at this time.
44. The faculty cafeteria is the biggest rip off on campus and the food is lousy.
45. I would appreciate cheaper and healthier options
46. I think food outlets are not going to be able to handle the numbers in the next semesters, or any of the food services anyway.....either control the number of people or provide suitable service
47. I'd love to see Bon Appetit or pizza hut on Campus someday.
48. I have never tried many of the outlets mentioned. It would be useful to have a list of what each outlet provides plus prices+ where they are located. Many of the outlets are too far away from the HUSS building where my office & classes are, so I tend to go to TBS or ask someone to get me a Mc Donalds.
49. Saladero always crowded. Is there possibility of having another cart for same outlet elsewhere?

### ***Dominant theme: Positive comments***

1. I was pleasantly surprised at the selection of items at Seoudi. There's fresh fruit, yogurt, almonds, honey as well as some other healthy choices.
2. Actually I think that the food services are now very satisfactory. Wide choice, good prices and located throughout University. I have no complaints at all. In addition to all these outlets we have a good faculty lounge.
3. Seoudi is excellent but it is too far. Thus I go when I have time.
4. I just saw today a natural juice corner served by the SU. it appears to serve my needs ... I know the SU is not your concern
5. Thanks for The Caf! Really provides a reasonable alternative on campus for breakfast and lunch.
6. The Caf has been excellent since it has opened
7. The Caf is the only place I eat from, because its reasonably priced, their food is fresh and there is a lot of healthy options. While, all other outlets lack one of these options.
8. i think, overall, food is getting better this year.
9. I think the situation with food on campus is much better now than the past two years I have been here. I am happy with the improvements the university has been making.

## ***Dominant theme: Suggestions***

1. I suggest an outsourcing to make a contract with a food company like the old cafeteria offering hot meals with reasonable prices because food here is very expensive especially for those who spend 14 hours in AUC.
2. Adding a hot meal restaurant that can allow ordering from a set menu by a smart phone application to be able to request a meal prior to arriving where I am a graduate student I come directly from work and I would rather eat a hot healthy meal but I have very limited time.
3. For people like me who do not wish to eat fast food and usually try to make healthy choices, please consider having some sort of kitchen houses. It's a strange idea, but here goes: say you buy ingredients from Seoudi market and you want to make some food. Why not have one of the cafeterias offer a sort of "rent-a-kitchen" system on campus? They wouldn't be liable for the quality of the food, but they would supervise the utensils and tools used for cooking, and they'd clean-up afterwards. Have students cook their own food. You cannot go wrong with that if you provide quality environment. I am sick of eating cooked food I'm not fond of. So why not have me officially cook my own food?
4. Lower food prices at the end of the day we're still students
5. I ask for doing Staff Lounge like the Faculty Lounge because the Staff spend long hours during the work day and we need a hot meal with reasonable prices and a comfortable place to sit and have lunch.
6. Enough with these big brands. We just want a cafeteria with normal food and drinks. Variety is essential. Health is important.
7. Critical need to have more variety for meat and vegetables - no escalope pane is available on campus!!
8. Need more than one qualified events' caterer other than SANO for variety in the options, specially that most of our participants attend more than one program, so it would be nice to have different caterers who are "well-qualified" for events and programs' catering
9. Need more variety, Chinese food, sandwich restaurant (ex: cook door, smileys grill, mo'men)
10. Need to have Omda or similar outlet urgently.
11. Needs to include more refreshments and ice cream outlets specially during summer
12. Please, give us more outlets with real choices - not just pre-packaged sandwiches on tons of gummy white bread. Very little fruit for sale...At least one can reject the expensive meat at the Faculty lounge and make do with a side. salad or soup. Wish there was better variety of sides however, rice and potatoes every day means only one side to choose from for some of us who try not to eat that much rice and potatoes - maybe broccoli chinese style, sauteed zucchini, squash sauteed with onions, stewed tomatoes, something more than mixed boiled green beans, carrots and zucchini (even that with dill would be okay (just not boiled with no flavor)
13. The staff in SANO are using black plastics to serve food especially the salad, this is extremely dangerous because BLACK PLASTICS cause bad diseases.
14. Please advertise for the new outlets. This is the first time I know about outlets that exists on campus. For example, I've never heard of the Staff Cafeteria before or Bananas.
15. I am a new grad student and still don't know my way around campus that well. It would be great to have a map or info to lead me to all the available food outlets on campus.
16. More food outlets need to be added in the food court

17. Chinese would be very successful
18. Chinese or Thai food should be a selection!
19. A suggestion to include a vendor for Asian food. It is highly popular yet not present at all in university
20. get sushi please
21. A fresh fruit stand may be popular. (apples, oranges, bananas)
22. A map, prices and hours should be posted online. Until that can be done, you should send an e-mail with this information to the AUC community. It took me forever to find Anntie Anne's and I have no idea where White Berry is.
23. WE NEED A UNIVERSITY CAFETERIA
24. we need grilled food outlet
25. A cheaper option more centrally-located than the staff cafeteria would be appreciated.
26. Dinning outlets should be focused on more, instead of the fast food outlets and cafeterias. It's more reasonable to eat a nice plate for lunch rather than living on sandwiches.
27. we need Pizza Hut
28. We need more outlets, since assembly hour is a really busy hour.
29. Please provide other stores that make other kinds of healthy foods than salads!
30. There aren't many vegan options. It would be great if there are some more.
31. The university should go back to running it own service.  
Also: consider hiring the same company you used to have downtown before the move.  
Another issue is the placement of the outlets; there are always loong lines during the lunch break, making the healthier options more of a drag. The solution is in different set ups: since Saladero is so popular, you should consider turning them into a salad bar with self-service somewhere and with a larger area since the cart is not enough to serve the number of people.  
Or else add more carts or something.
32. The cafe is the only full rest. operating on Friday so it should be fully equipped one Friday they only had eggs and it tasted horrible. Focus on the cafe on sat. and fri.
33. Still would be nice to have more Egyptian options. The lack of such options is really, really frustrating!
34. Starbucks
35. Something for people following diets
36. Need more diet "delicious" food ideas
37. Selling fresh juices like mango, sugarcane, etc... Chinese restaurant
38. SANO should have a meal plan for dorms residents to make living in the dorms more affordable.
39. Restaurant, like in the old Greek campus, is recommended.  
Pizza Hut, or Domino's, or Papa Johns.  
Burger King (in addition to McDonalds) for competition in fast food sandwich market at AUC.  
Also, recommend price regulations by AUC (comparable to outside) or else it will be monopoly or over-pricing, which may be illegal according to Egyptian law (monopoly law and consumer rights law). Barbeque place.
40. Reduce prices which will definitely increase sales and even increase profits
41. Provide food, Natural traditional dishes that go worth our nutritional needs we live on campus and this is unacceptable

42. there should be more variation and food services made by AUC itself in order to be cheaper, offer options like SU Market and SU Café
43. Please try to retain the food prices and not increase them with the increase of the dollar price. Also try to change the plastics bags to paper bags like McDonald's to bare in mind environmental and sustainability issues.
44. Please get Cairo Kitchen to come to New Campus!
45. Why not open a university cafeteria??
46. Would love to have some soup options or Asian cuisine on campus!!
47. Bring tabasco and al omda back
48. Cafeteria similar to the one on Tahrir Campus
49. Can we have Costa?
50. cook door
51. Deliveries to Faculty Housing just outside Pepsi Gate.....
52. Seoudi needs to have much more stuff
53. Get back Omda
54. Get burger king and Starbucks.
55. Keep the faculty lounge provider and service
56. KFC, Pizza hut, Hardees, KFCCCC
57. Jared's Bagels!
58. Make some awareness for food service locations. Something like a food map for the campus. as i am not aware of the location of most of these
59. It'd be nice if some of the employees at the food outlets spoke a bit more English. I know and understand the complications with that (and I, too am working on improving my Arabic). However, when points need to be clarified or problems arise, it's nice to be able to communicate as opposed to just not understanding one another.
60. More varieties should be there. An AUC cafeteria with food varieties and reasonable cost is a MUST like the one in the AUC Greek Campus couple of years ago.
61. More Egyptian food options and basic Egyptian style cafe would be a great improvement.
62. Places need to open prior to 08:30. Arriving on campus around 08:00 for 08:30 classes, it's not unreasonable to want a cup of coffee and some breakfast other than overpriced Cilantro.
63. It would be great if New Campus had a Chinese food vendor to add to the increasing diversity of cuisines. There's too much salad and oriental food on Campus! We need more variation to satisfy the culturally diverse student body (and their taste buds!).
64. For instance, Mexican food is quite popular. That was evident when Gringo's catered during the previous International Day.
65. Introduce fresh juices and cocktails made on campus.  
Food outlet inside the dorms.  
Meal plans.
66. healthier food with more reasonable prices
67. Healthier options as well as cheaper ones
68. Have things open later so graduate students can at least get water after class
69. I suggest that the food service vendors rethink their prices and realize the possibility that lower prices may attract more customers and therefore increase their profits overall.

70. increase the number of vending machines...may be add one in the library (also the prices of products in the vending machine must be the same as other places without any increase )
71. a place for heating up homemade food
72. I strongly suggest getting more well-known vendors like KFC and Pizza Hut
73. i suggest opening more fast food outlets that sell sandwiches of reasonable prices
74. Ask vendors to publish menu options and prices on AUC website
75. Subway and Villa, in my opinion, should be replaced with more appealing vendors. Starbucks would be a great vendor to be added.
76. For me Subway is not good. Maybe if we open cook door branch at the campus it would be good.