



# CUSTOMER SATISFACTION

ANNO 2023

# IL CAMPIONE

6

Centri  
cottura  
coinvolti

33

Scuole

3118

Schede  
compilate

13

Istituti  
comprensivi

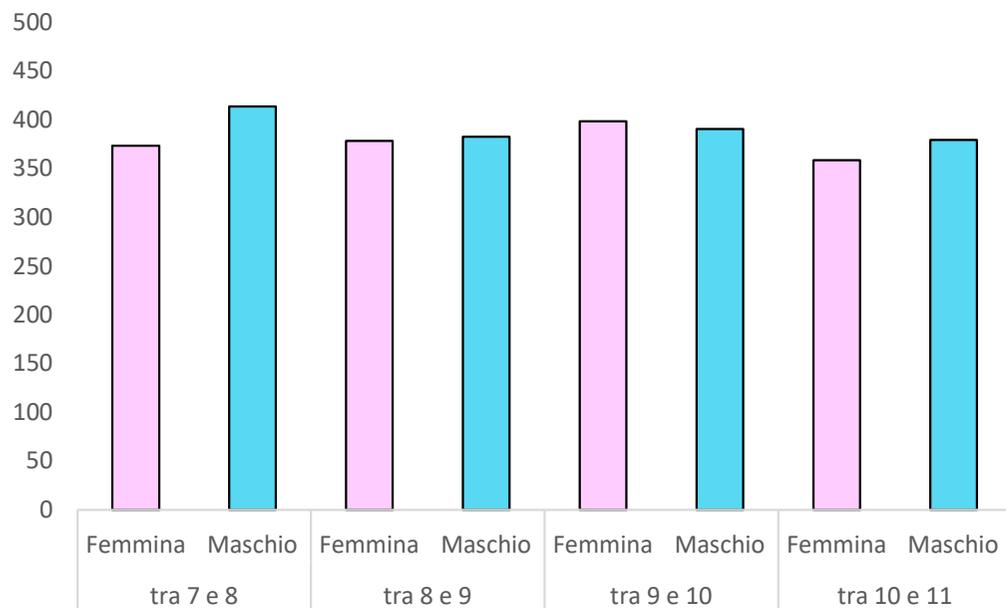
179

Classi

# DATI DEMOGRAFICI

Campione analizzato diviso per età e per genere

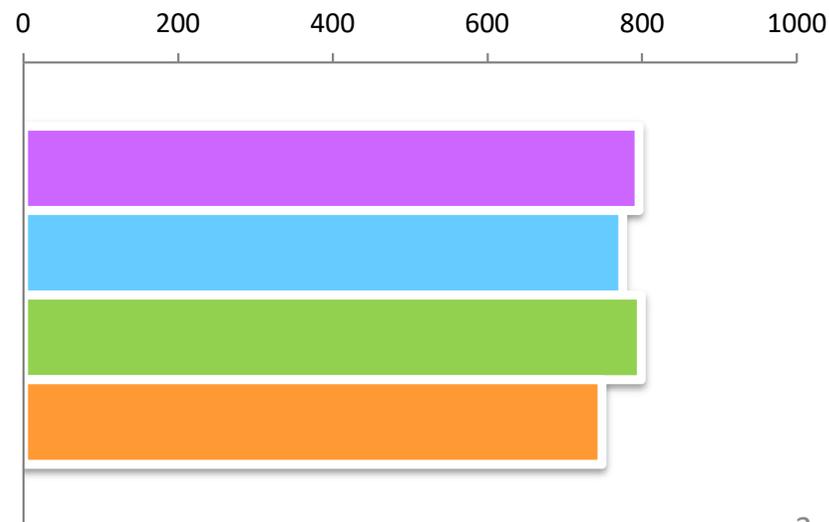
**3118**  
QUESTIONARI COMPILATI



**Genere:**

FEMMINE	1.507
MASCHI	1.564
NON RILEVATI	47

CLASSI	ETA'	Bambini
2	tra 7 e 8	796
3	tra 8 e 9	775
4	tra 9 e 10	799
5	tra 10 e 11	748



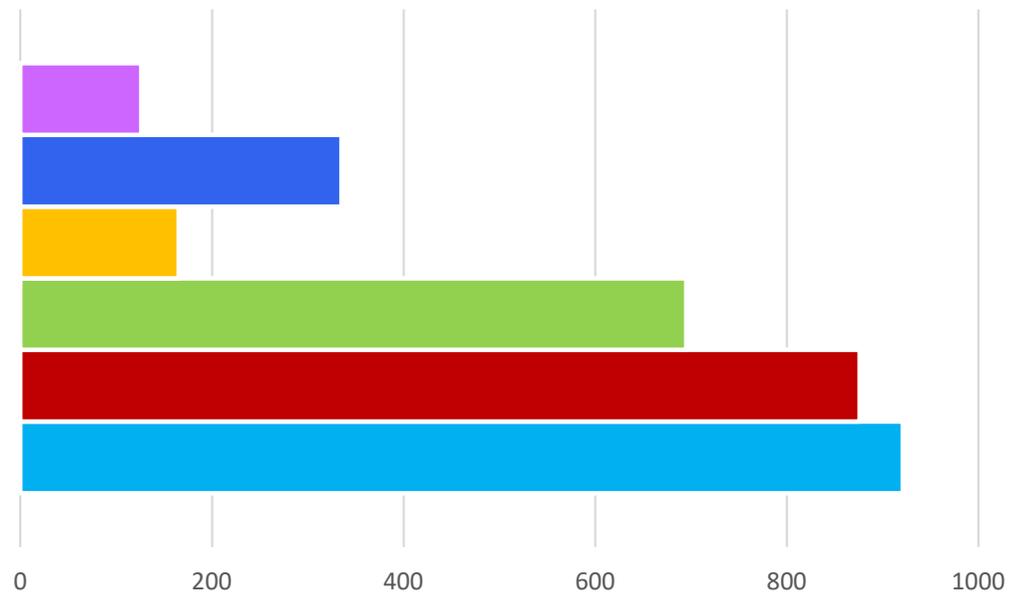
# DATI DEMOGRAFICI

Campione analizzato diviso per centro cottura

**3118**  
QUESTIONARI COMPILATI

CENTRO COTTURA    BAMBINI

S. G. Bosco	126
S. Girolamo	335
S. Elena	165
Quarto	695
Filzi	876
CEP	921



# MENÙ OGGETTO DI ANALISI

Elenco piatti

3118

QUESTIONARI COMPILATI

*31 maggio 2023*

**CREMA DI VERDURE  
CON FARRO  
COTOLETTA DI TACCHINO  
INSALATA**

*05 giugno 2023*

**RISO OLIO E PARMIGIANO  
LONZA DI MAIALE AL  
LIMONE  
INSALATA**

*24 ottobre 2023*

**CREMA DI VERDURE  
CON FARRO  
ASIAGO  
SPINACI ALL'OLIO**

*25 ottobre 2023*

**RISO DI ZUCCA  
SCALOPPINA DI POLLO  
ALLA SALVIA  
FINOCCHI JULIENNE**

*30 ottobre 2023*

**PASTA ALLA PIZZAIOLA  
CACIOTTA  
CAROTE AL ROSMARINO**

*03 novembre 2023*

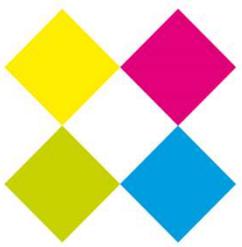
**CREMA DI CANNELLINI  
COTOLETTA DI TACCHINO  
PISELLI ALL'OLIO**

*07 novembre 2023*

**CAROTE AL BURRO  
SPEZZATINO DI MANZO  
RISO ALL'OLIO**

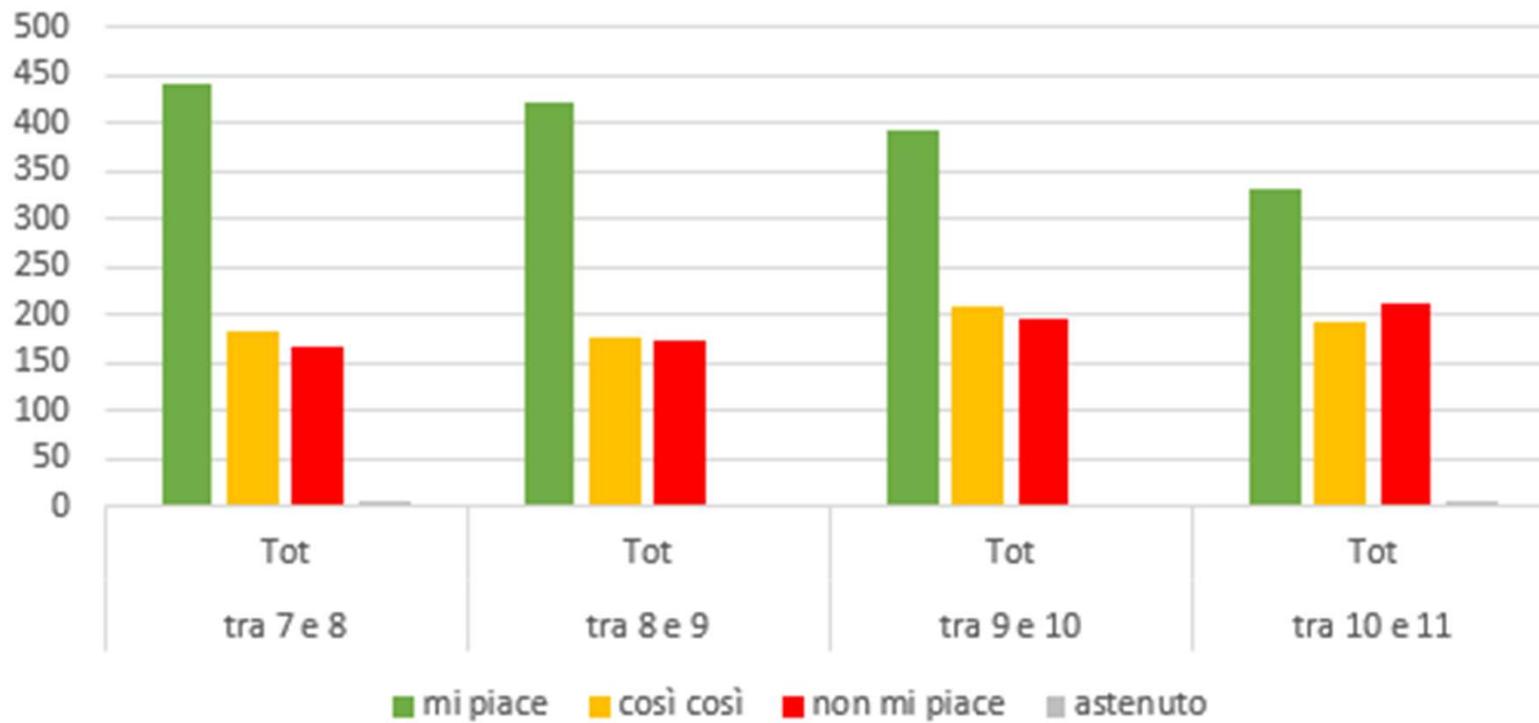
*11 novembre 2023*

**PASTA OLIO E  
PARMIGIANO  
POLPETTE DI PLATESSA  
FINOCCHI JULIENNE CON  
SUCCO D'ARANCIA**



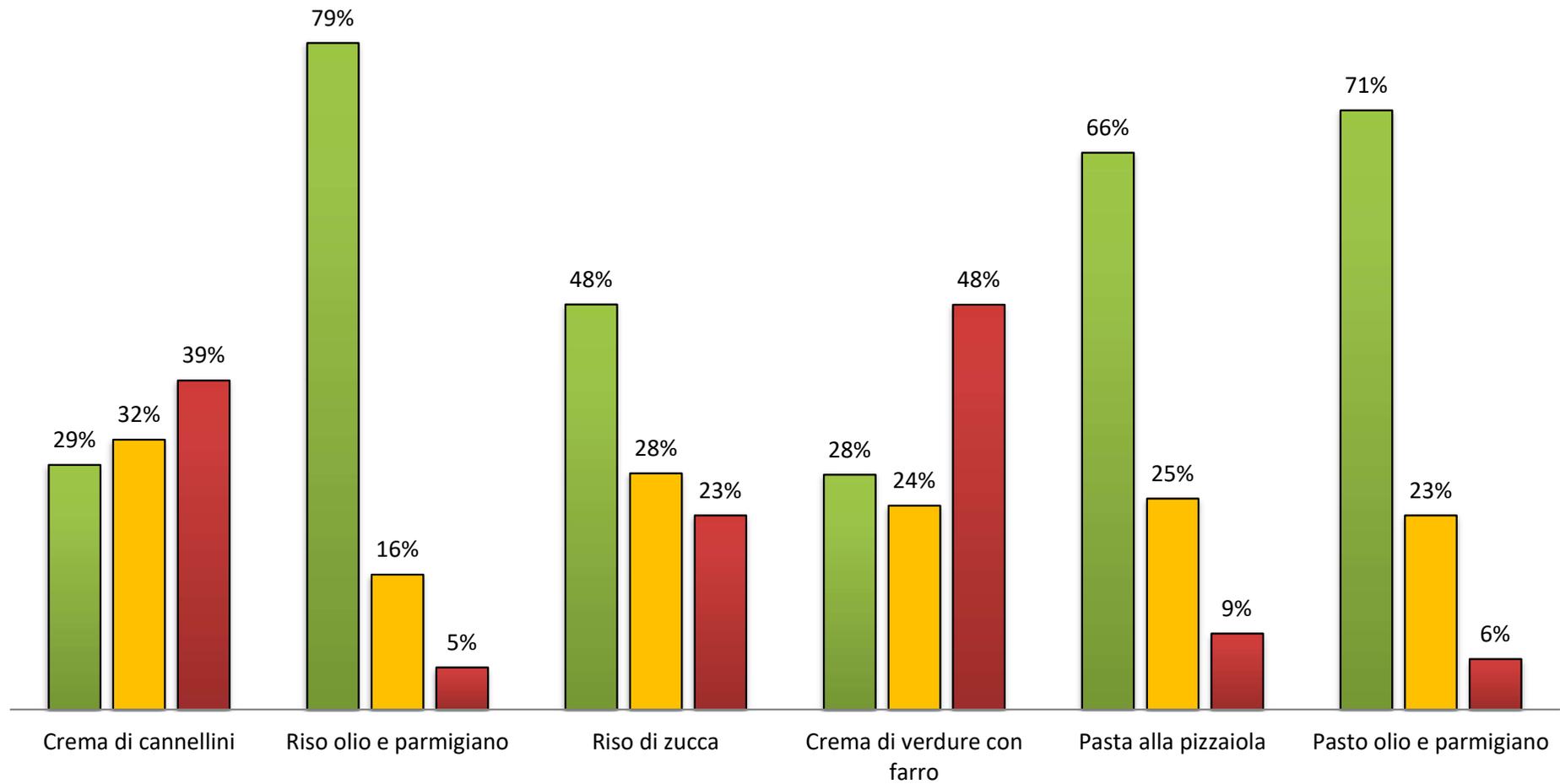
# PRIMI PIATTI

GRADIMENTO PER ETA'



# GRADIMENTO PRIMI PIATTI

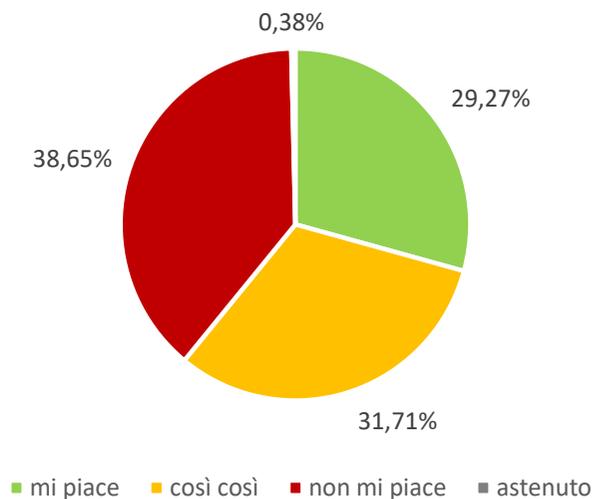
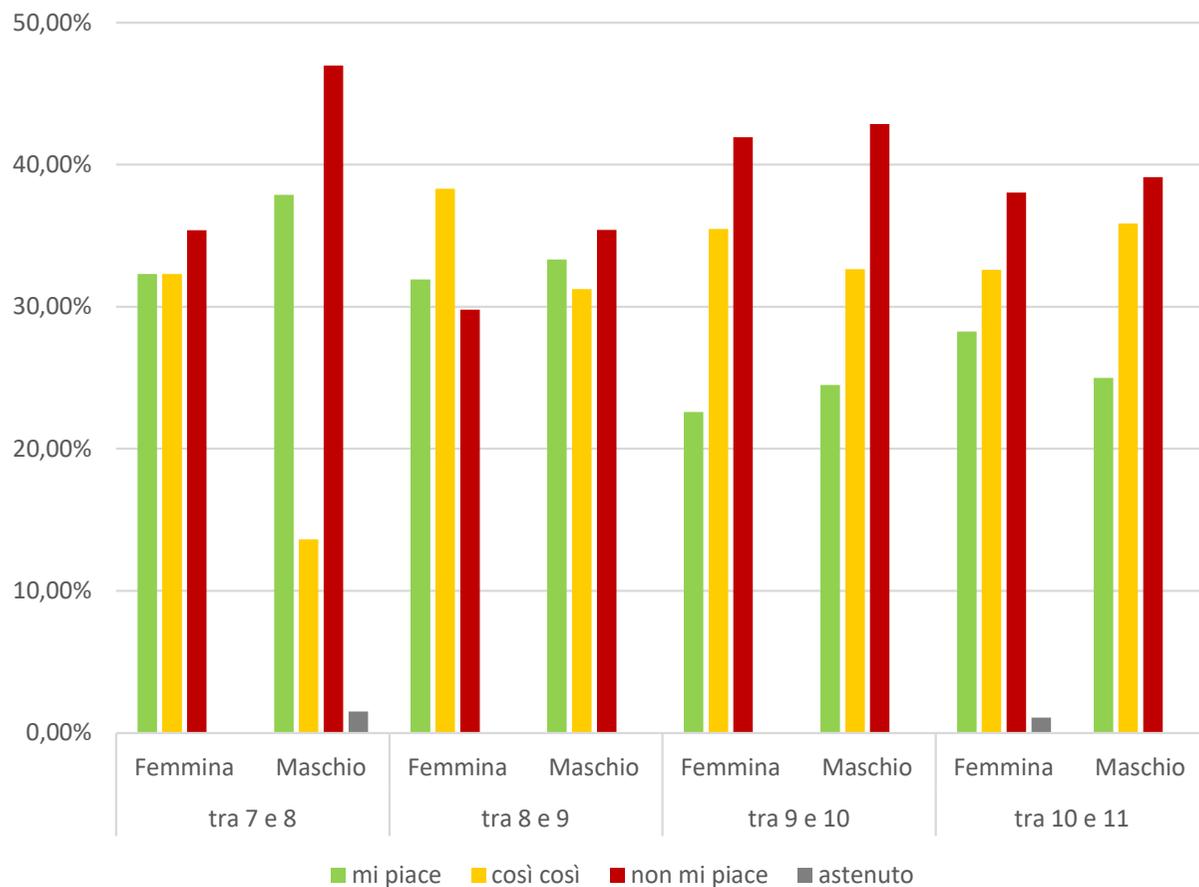
■ Mi piace ■ Così e Così ■ Non mi Piace



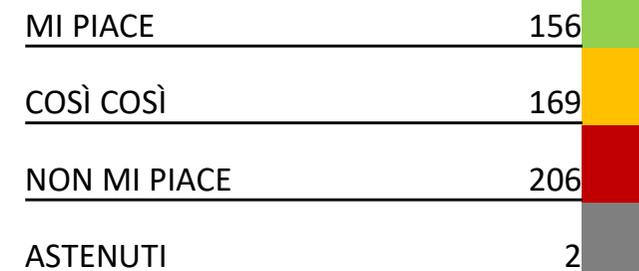
# CREMA DI CANNELLINI

553  
NUMERO RISPOSTE

% gradimento x sesso ed età



## Schede analizzate

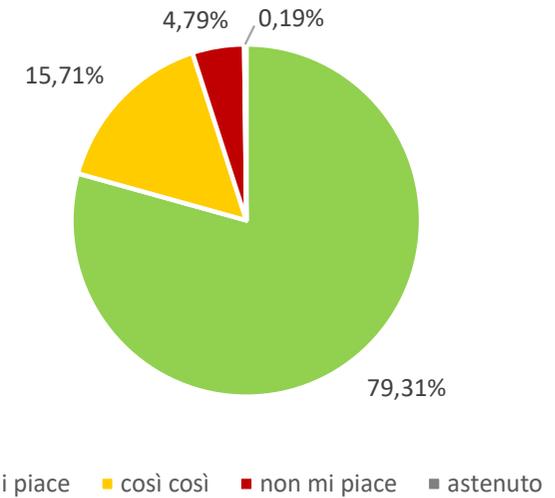
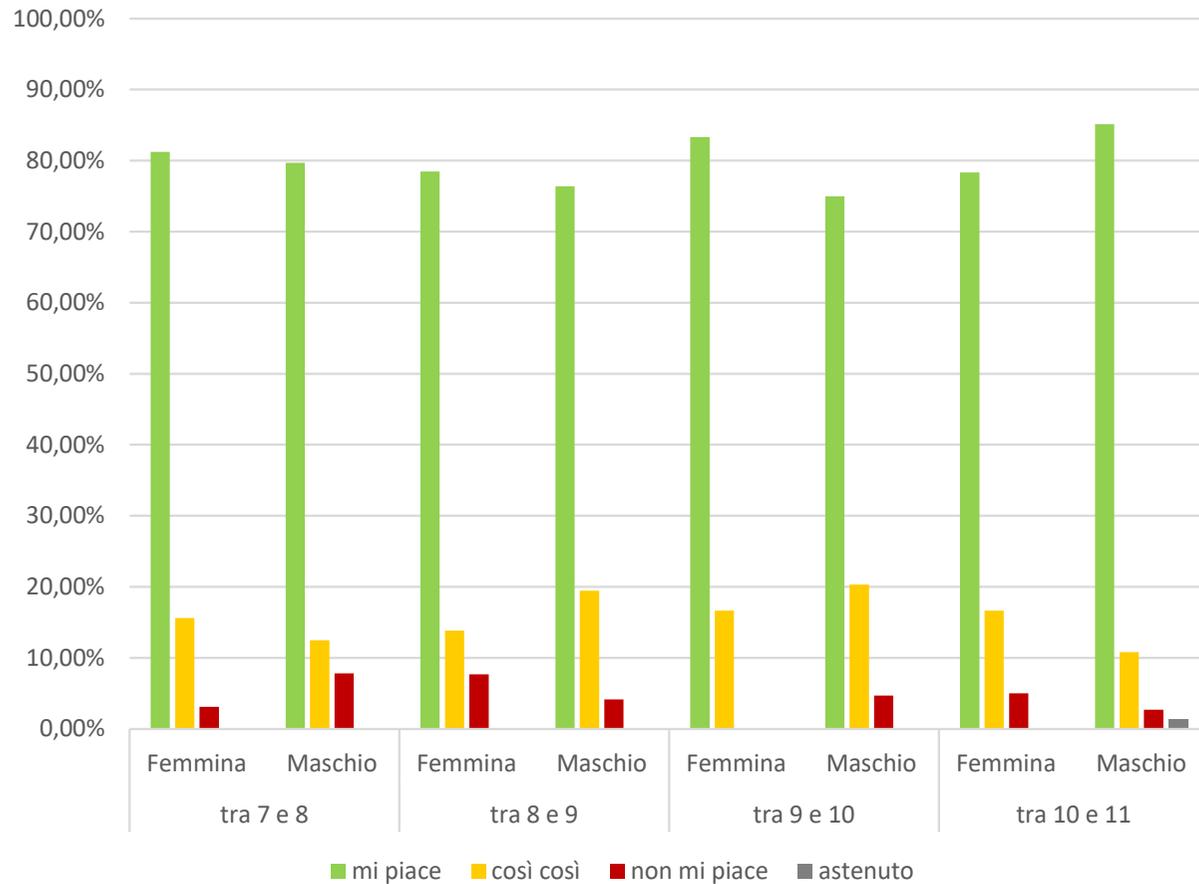


# RISO OLIO E PARMIGIANO

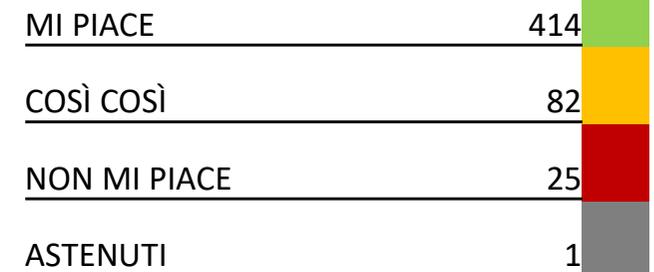
522

NUMERO RISPOSTE

% gradimento x sesso ed età



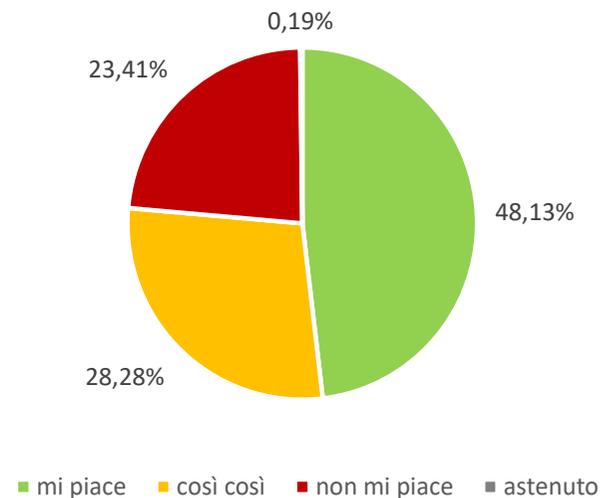
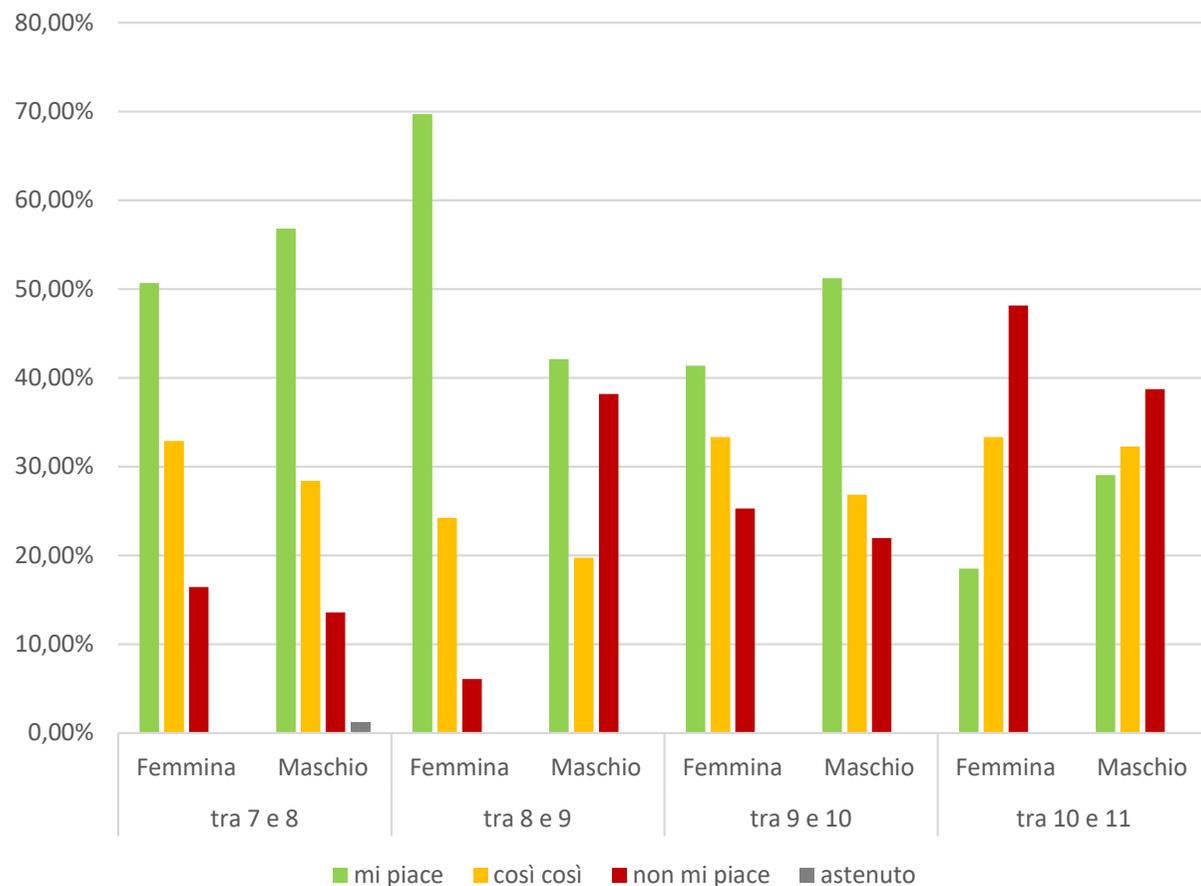
## Schede analizzate



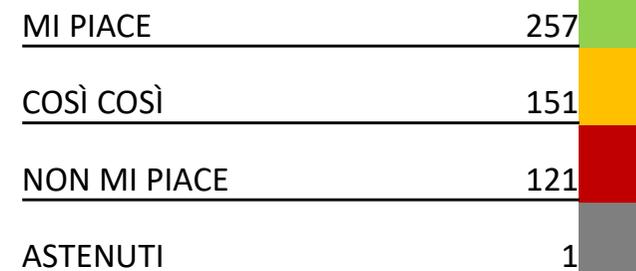
# RISO DI ZUCCA

534  
NUMERO RISPOSTE

% gradimento x sesso ed età



## Schede analizzate

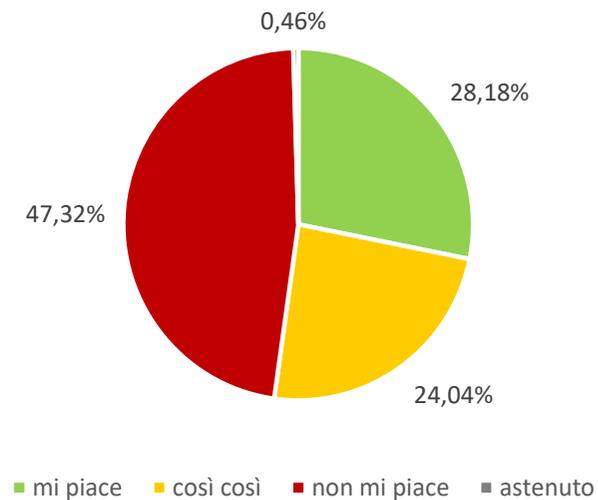
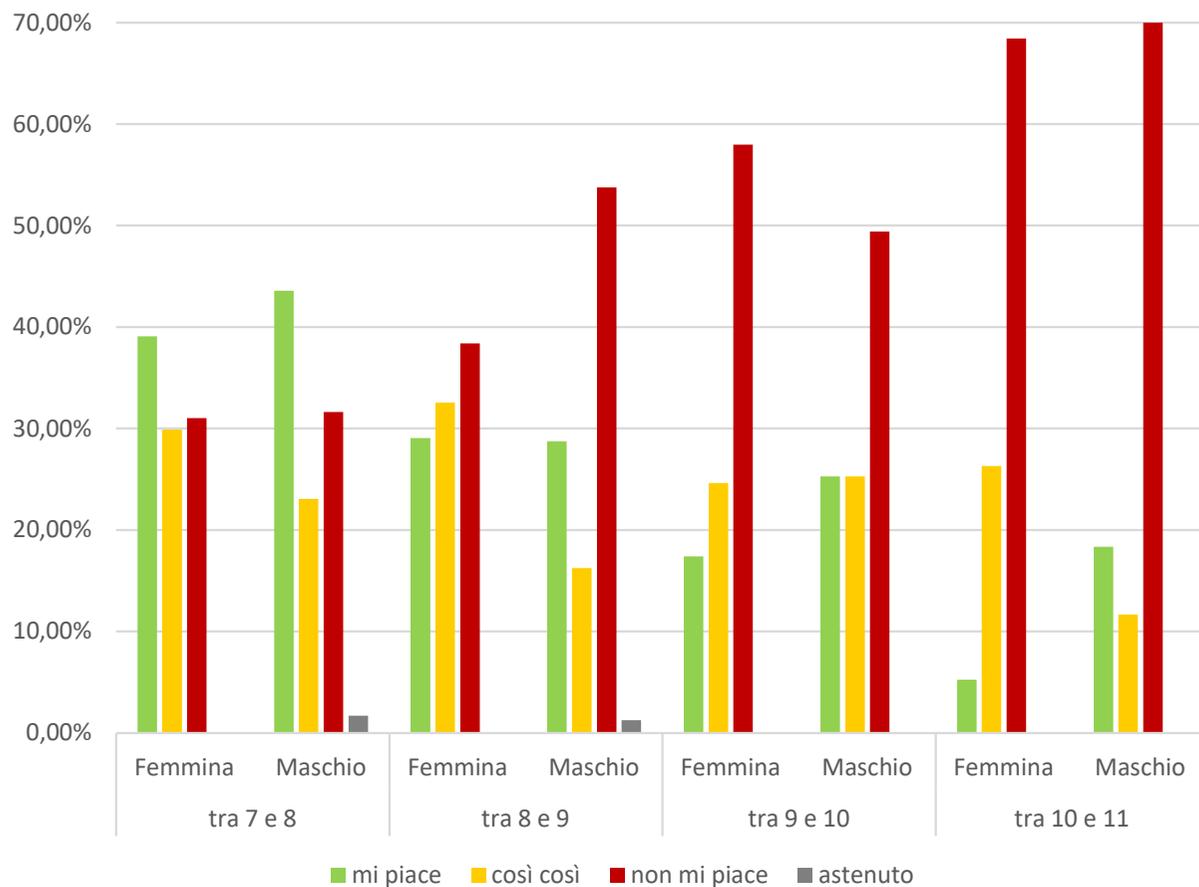


# CREMA DI VERDURE CON FARRO

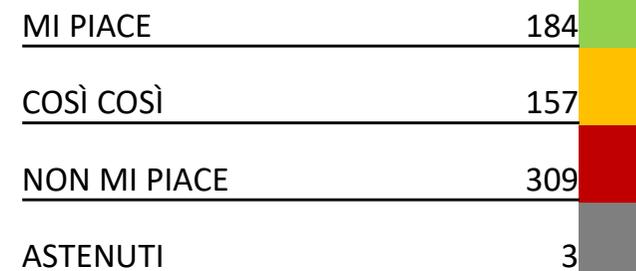
653

NUMERO RISPOSTE

% gradimento x sesso ed età



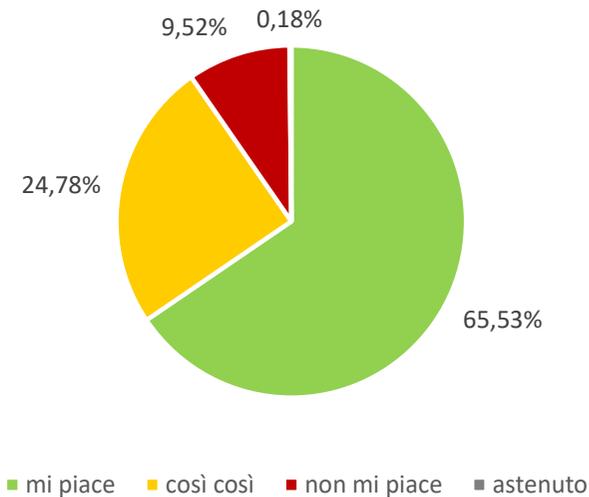
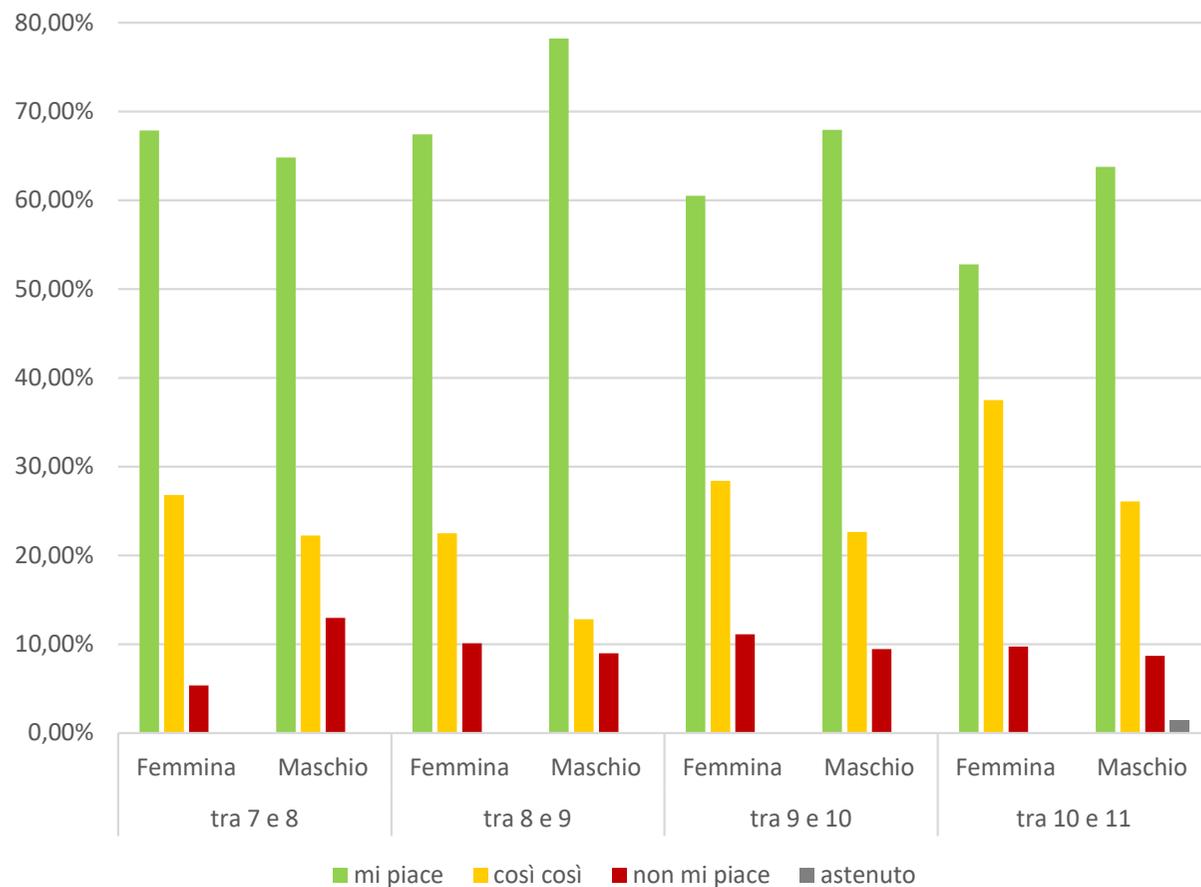
## Schede analizzate



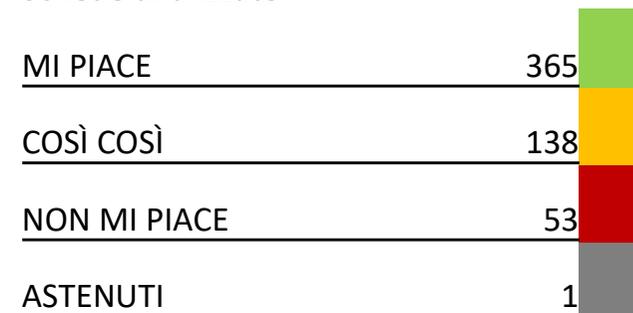
# PASTA ALLA PIZZAIOLA

557  
NUMERO RISPOSTE

% gradimento x sesso ed età



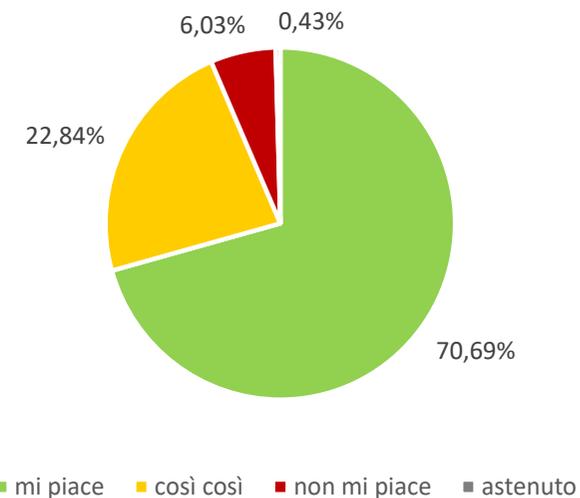
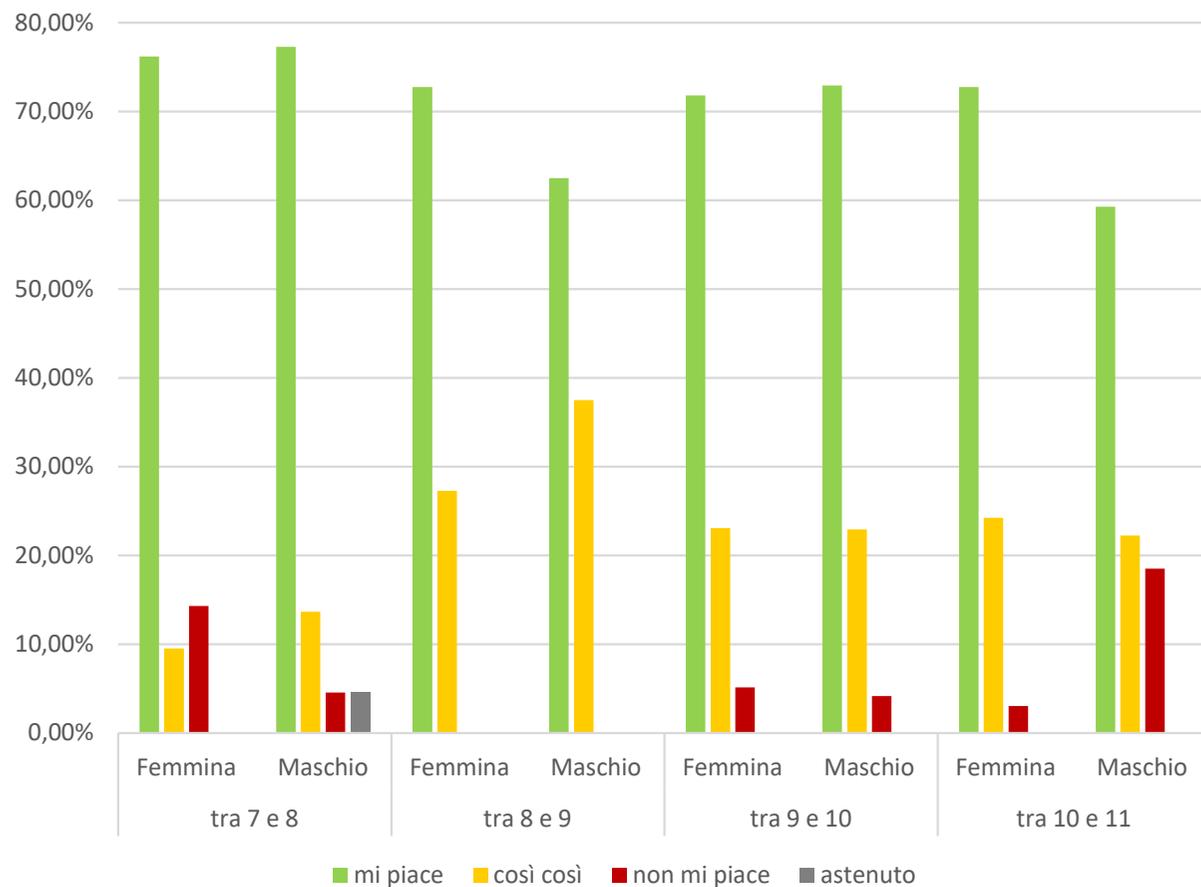
## Schede analizzate



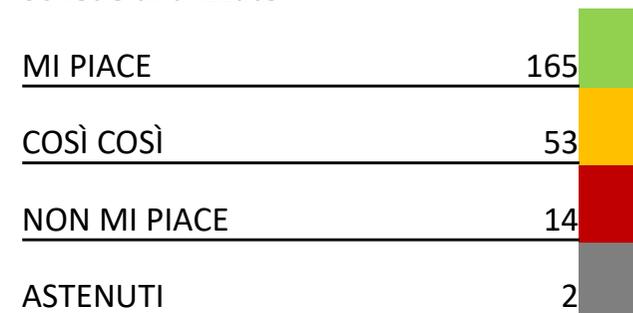
# PASTA OLIO E PARMIGIANO

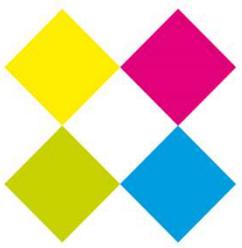
232  
NUMERO RISPOSTE

% gradimento x sesso ed età



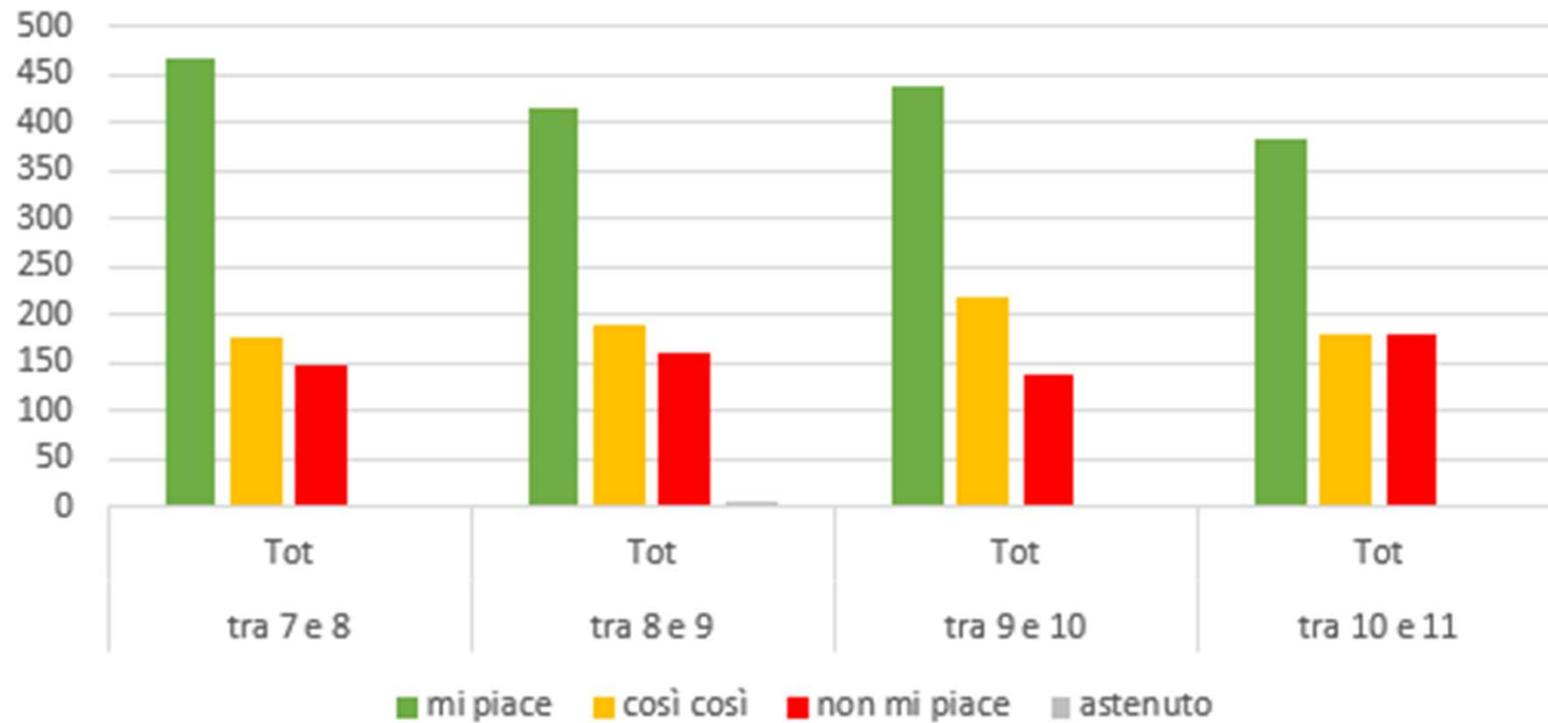
## Schede analizzate



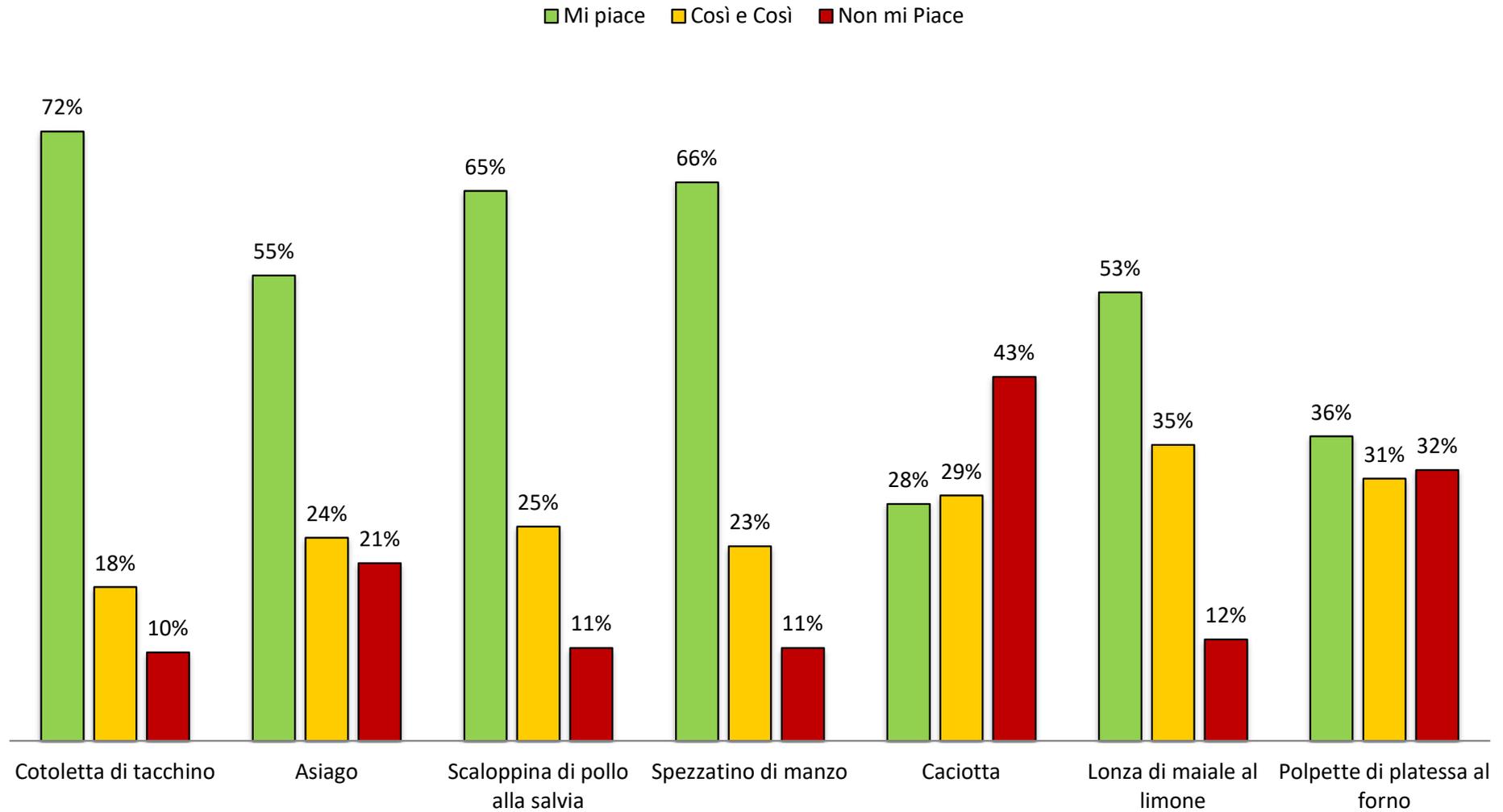


# SECONDI PIATTI

GRADIMENTO PER ETA'



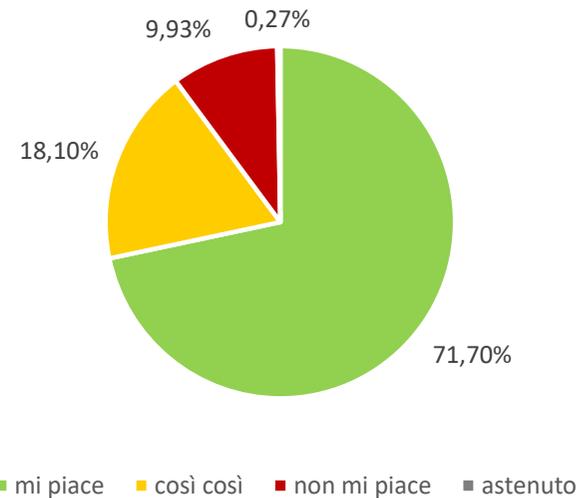
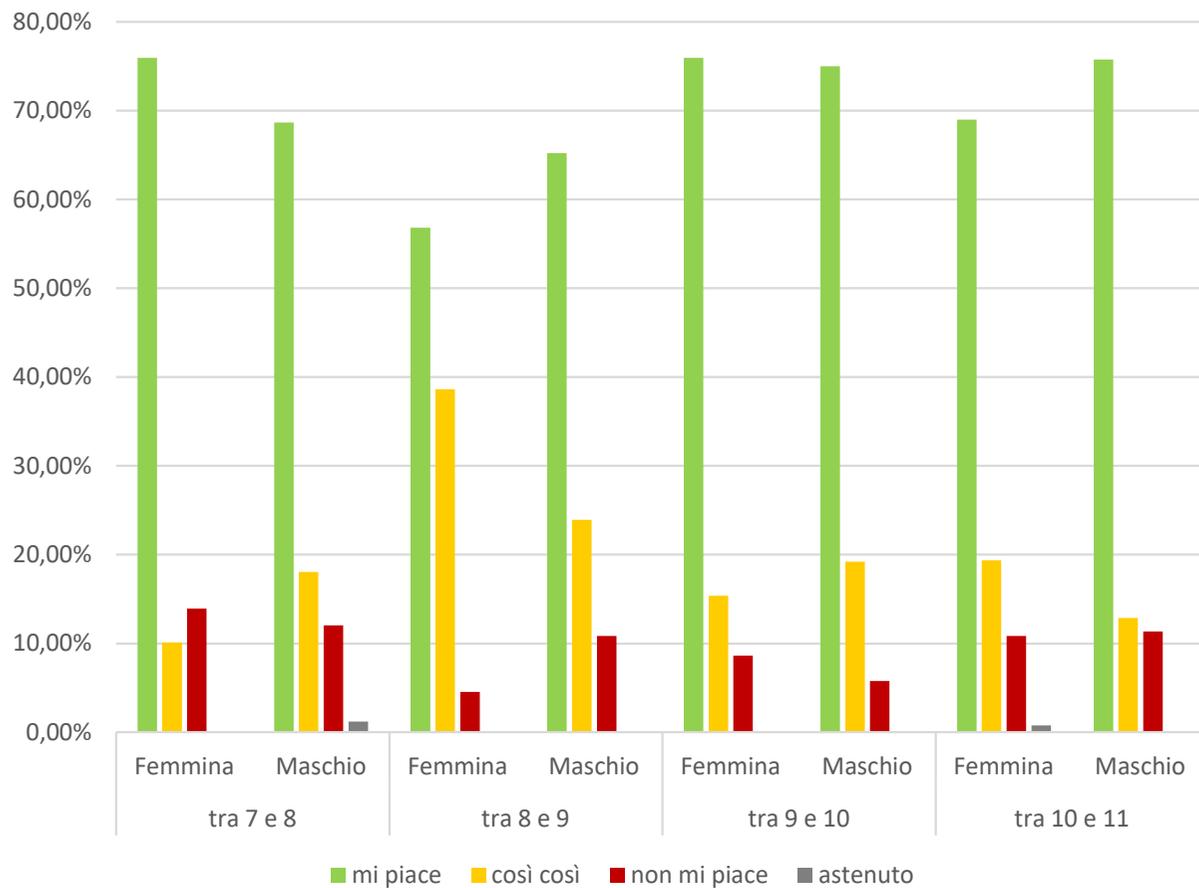
# GRADIMENTI SECONDI PIATTI



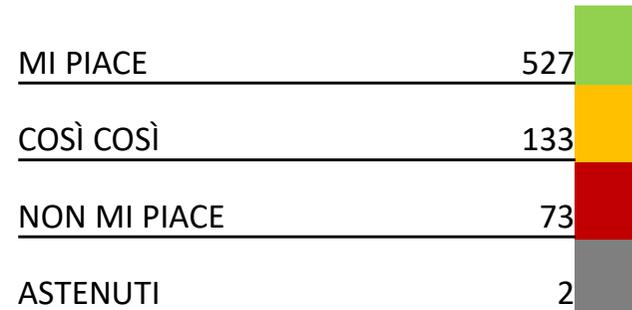
# COTOLETTA DI TACCHINO

735  
NUMERO RISPOSTE

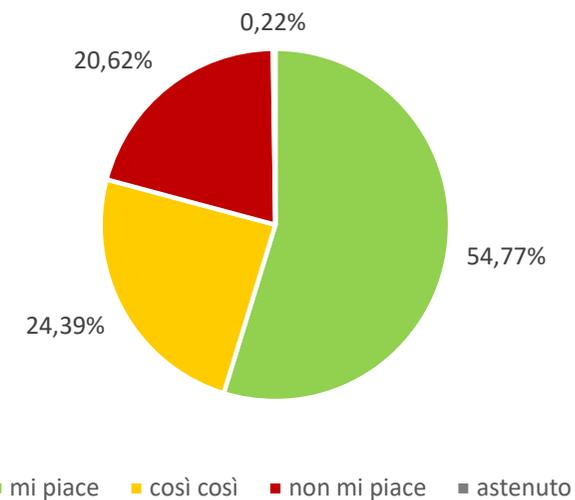
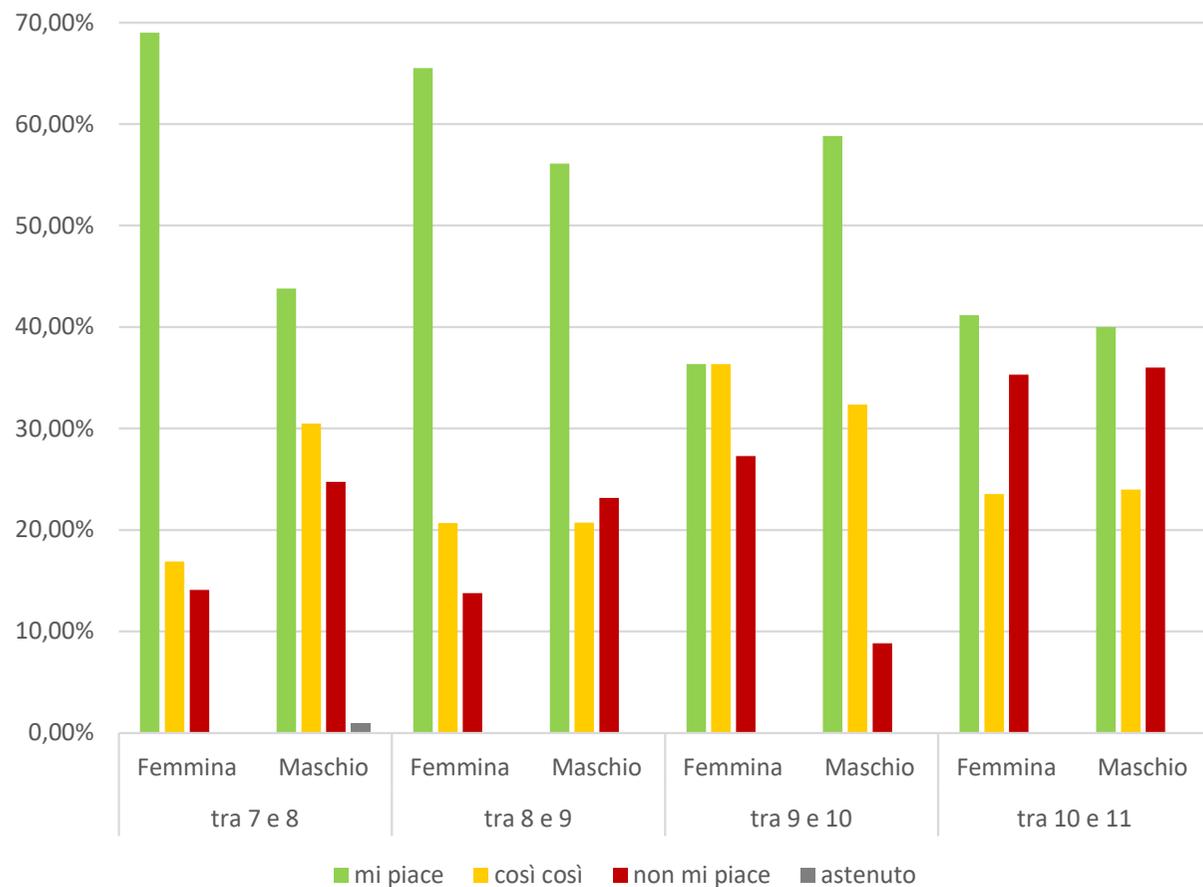
% gradimento x sesso ed età



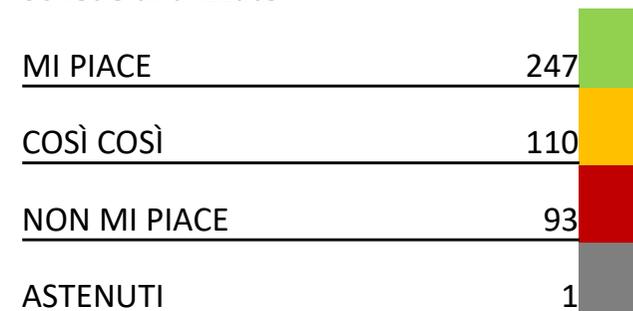
## Schede analizzate



% gradimento x sesso ed età



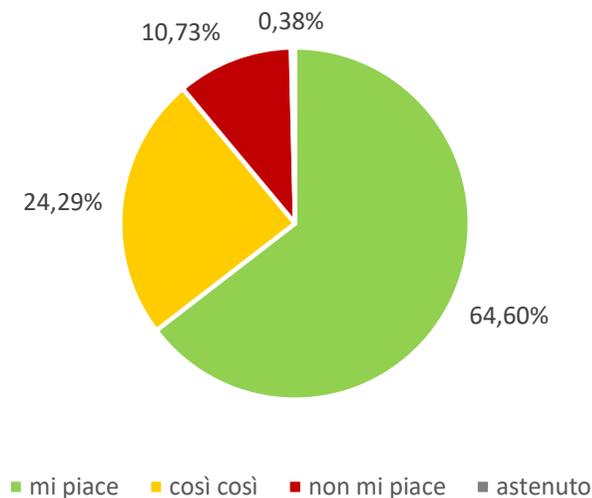
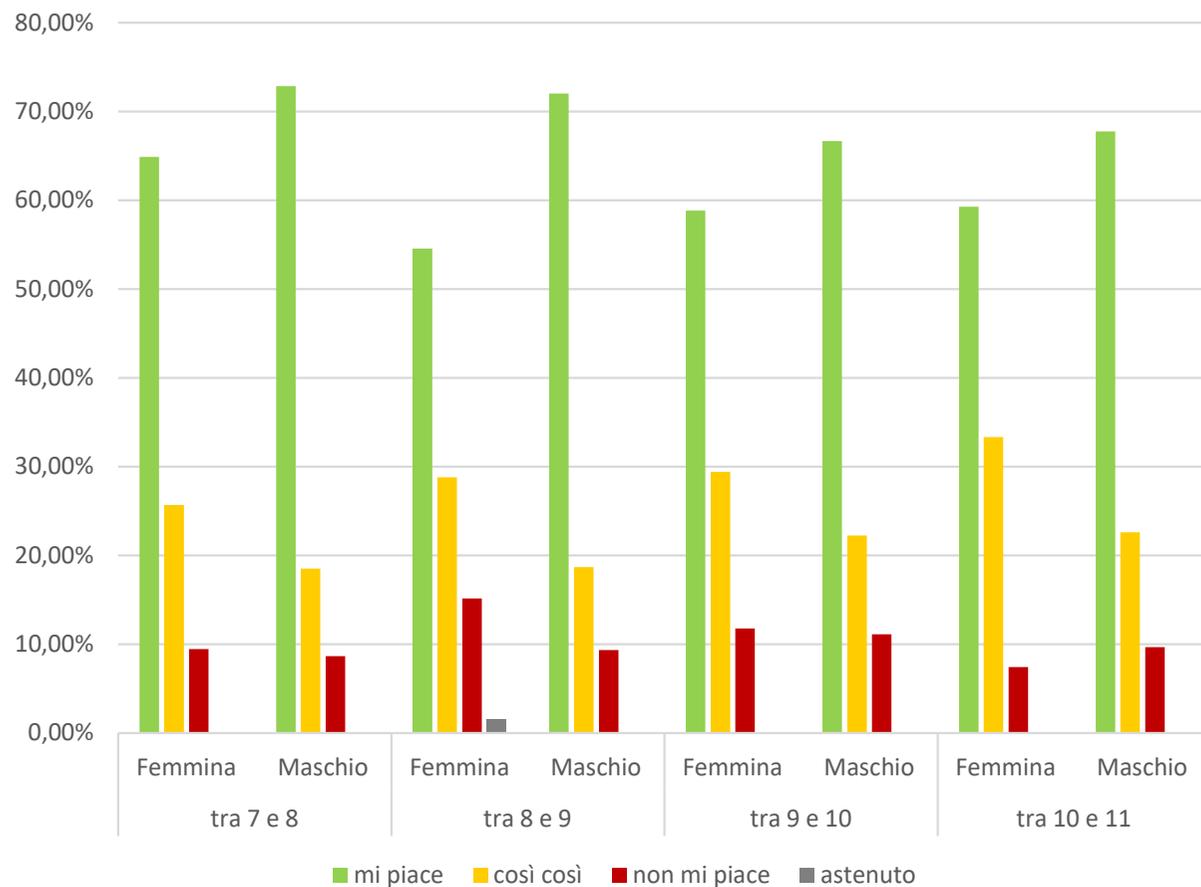
### Schede analizzate



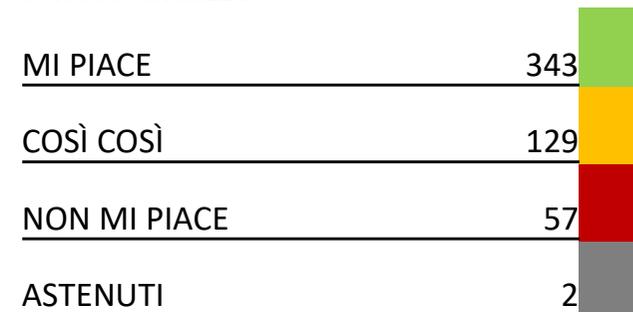
# SCALOPPINA DI POLLO ALLA SALVIA

531  
NUMERO RISPOSTE

% gradimento x sesso ed età



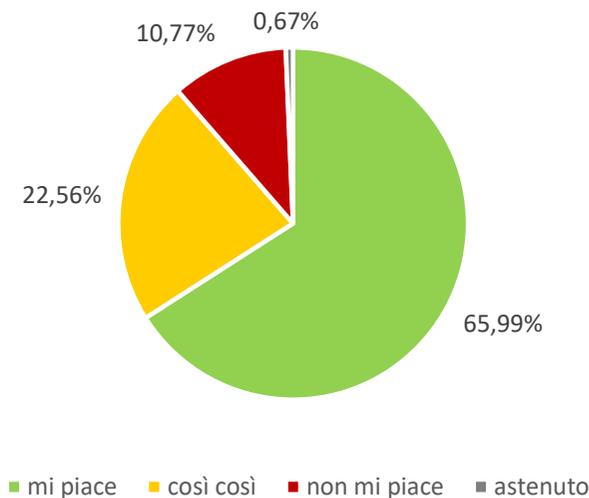
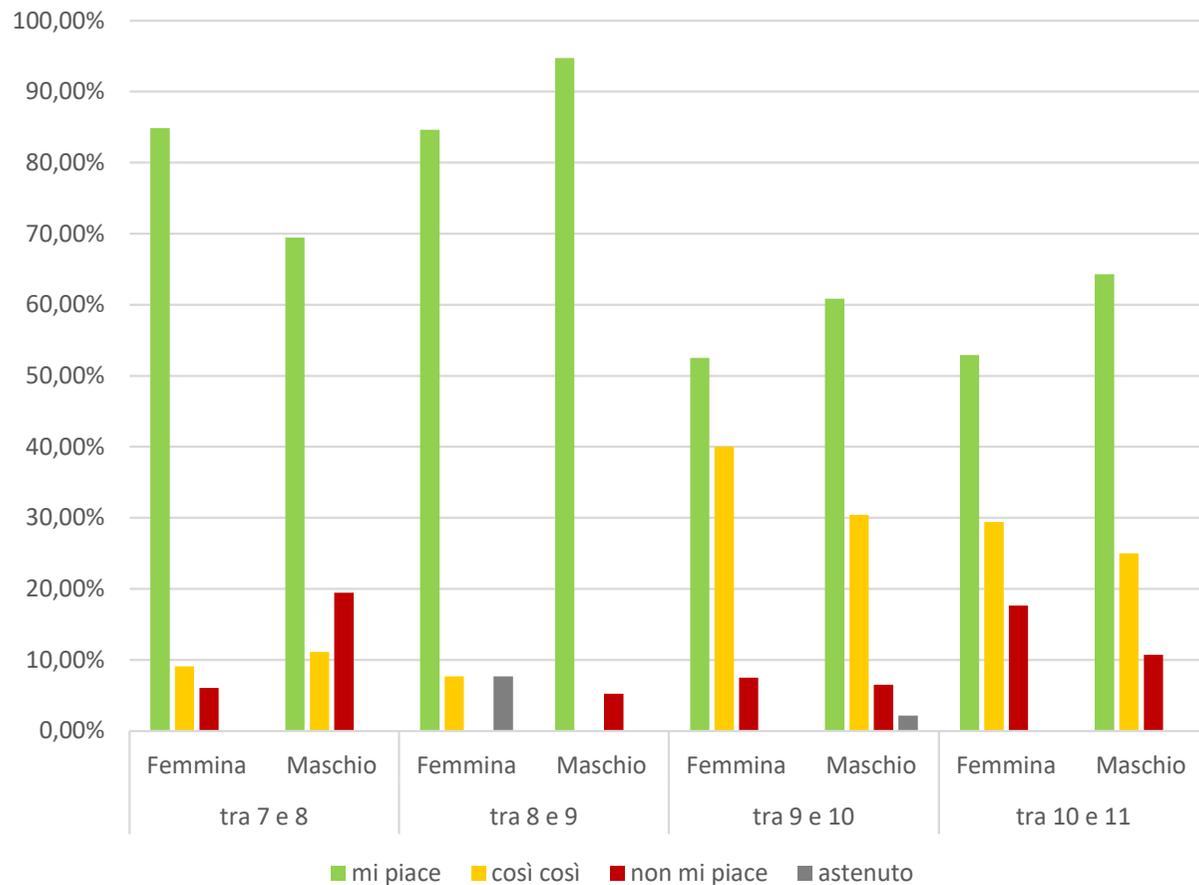
## Schede analizzate



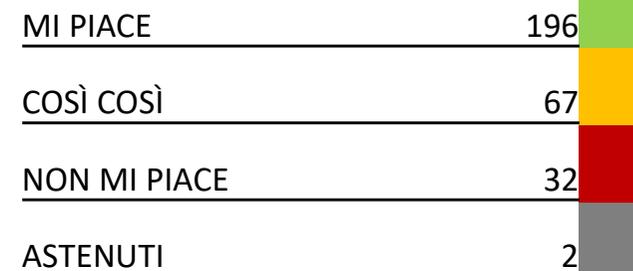
# SPEZZATINO DI MANZO

297  
NUMERO RISPOSTE

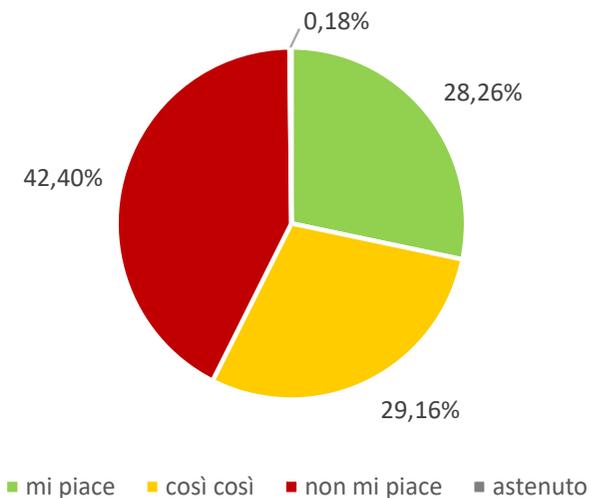
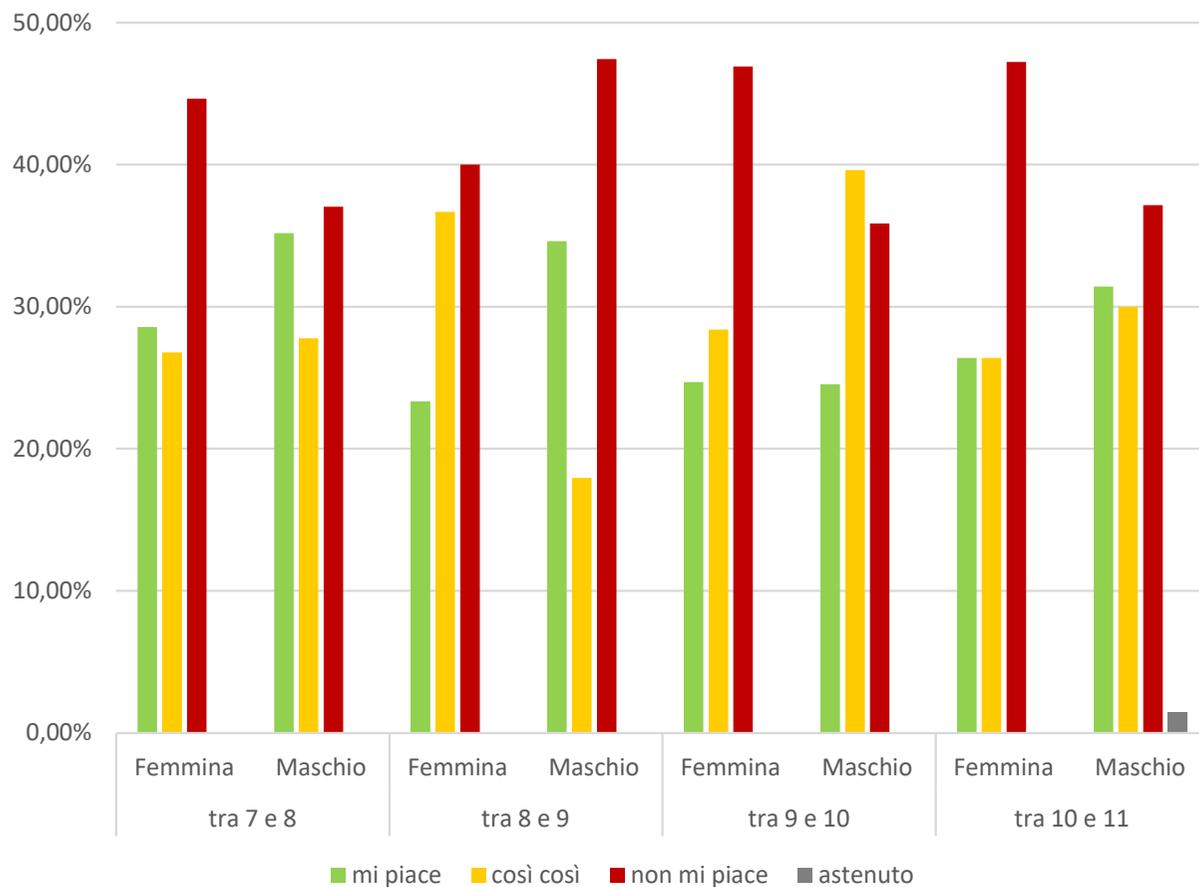
% gradimento x sesso ed età



## Schede analizzate



% gradimento x sesso ed età



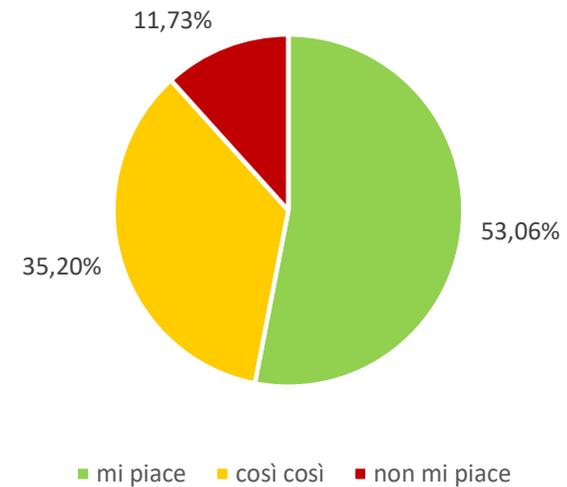
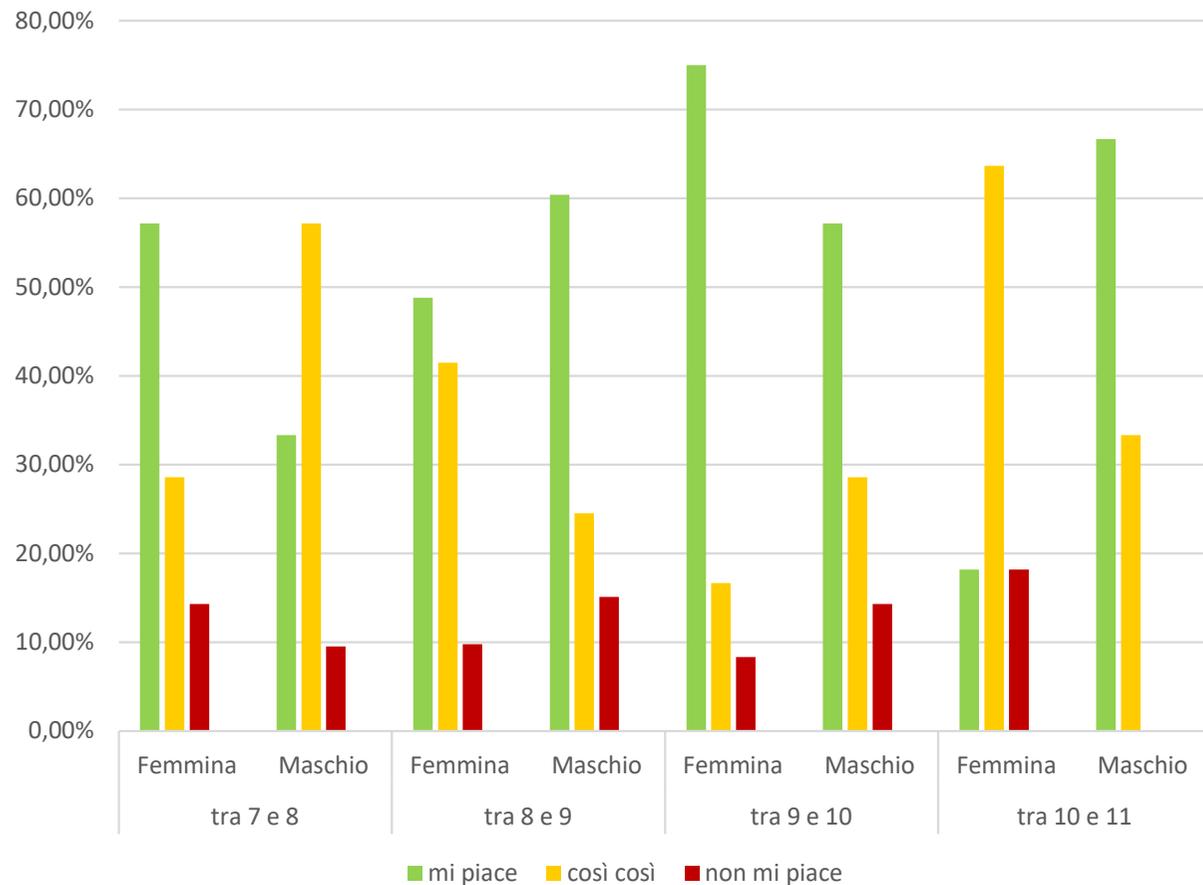
### Schede analizzate

MI PIACE	158
COSÌ COSÌ	163
NON MI PIACE	237
ASTENUTI	1

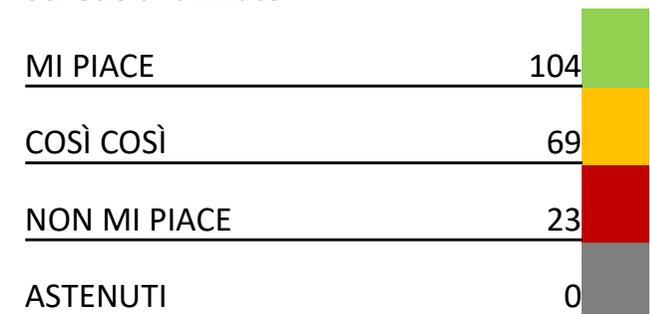
# LONZA DI MAIALE AL LIMONE

196  
NUMERO RISPOSTE

% gradimento x sesso ed età



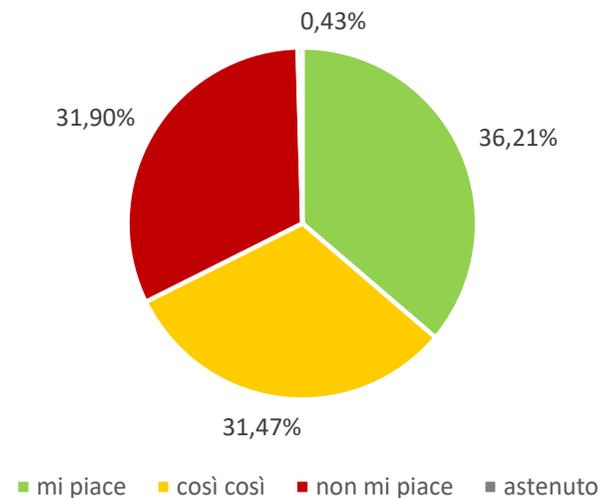
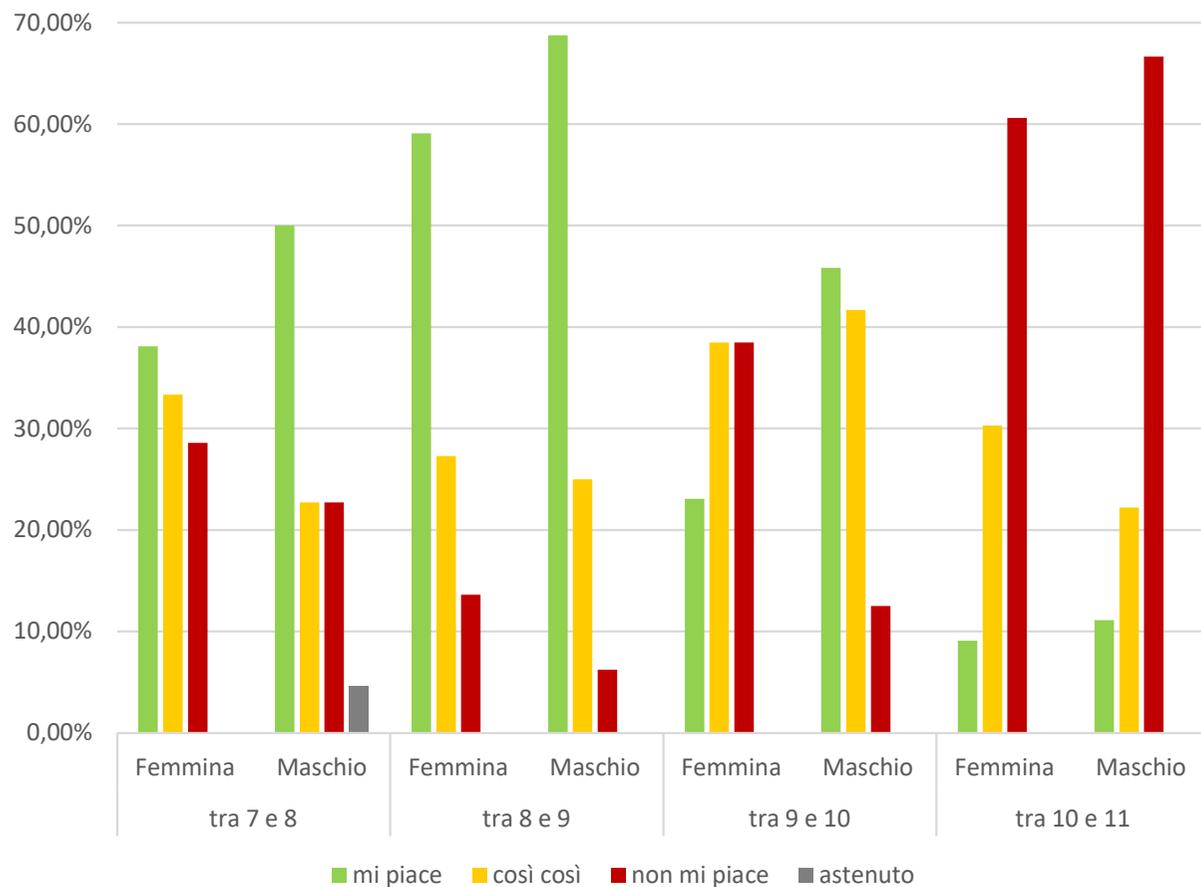
**Schede analizzate**



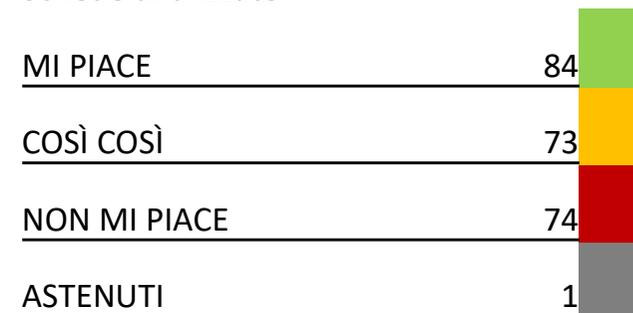
# POLPETTE DI PLATESSA AL FORNO

232  
NUMERO RISPOSTE

% gradimento x sesso ed età



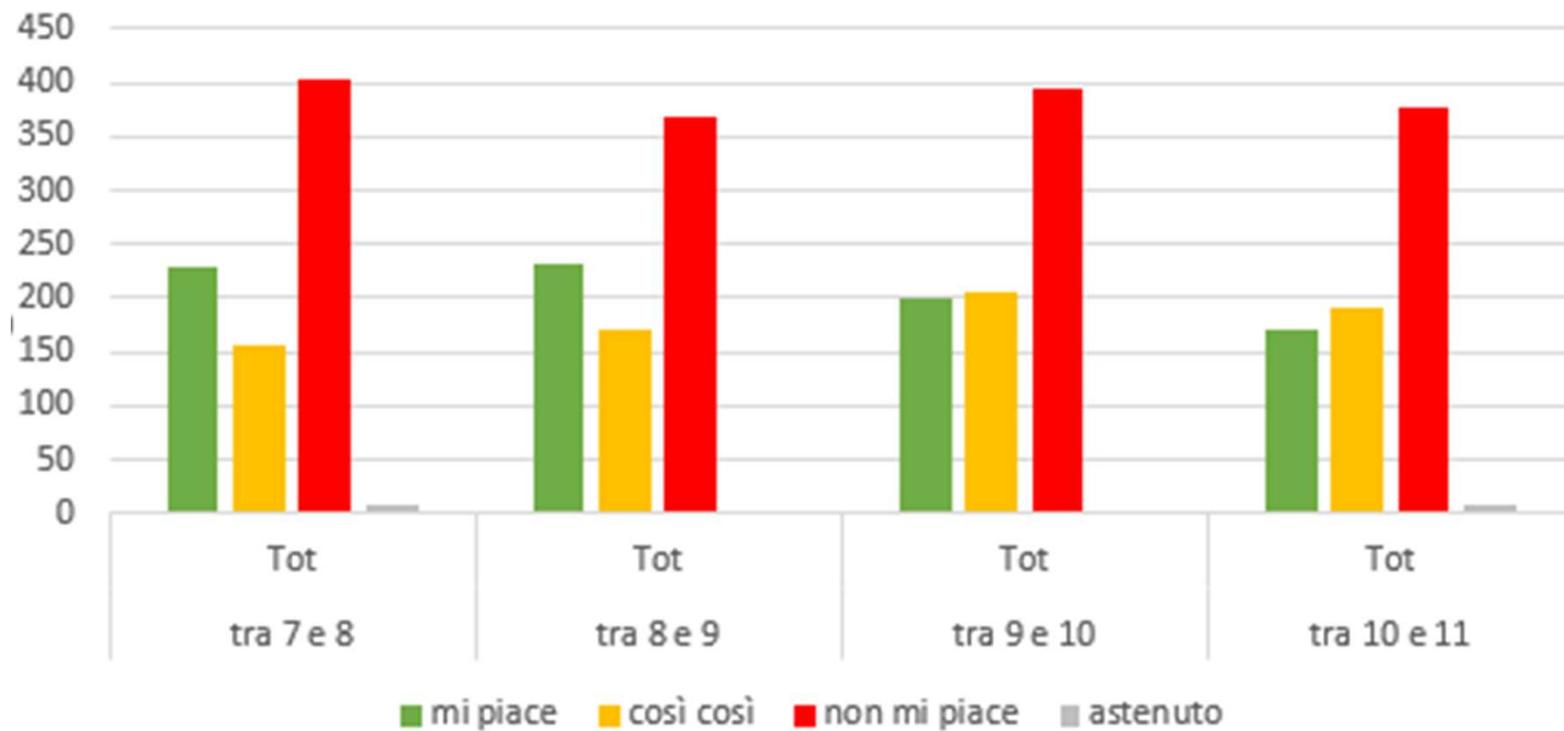
## Schede analizzate



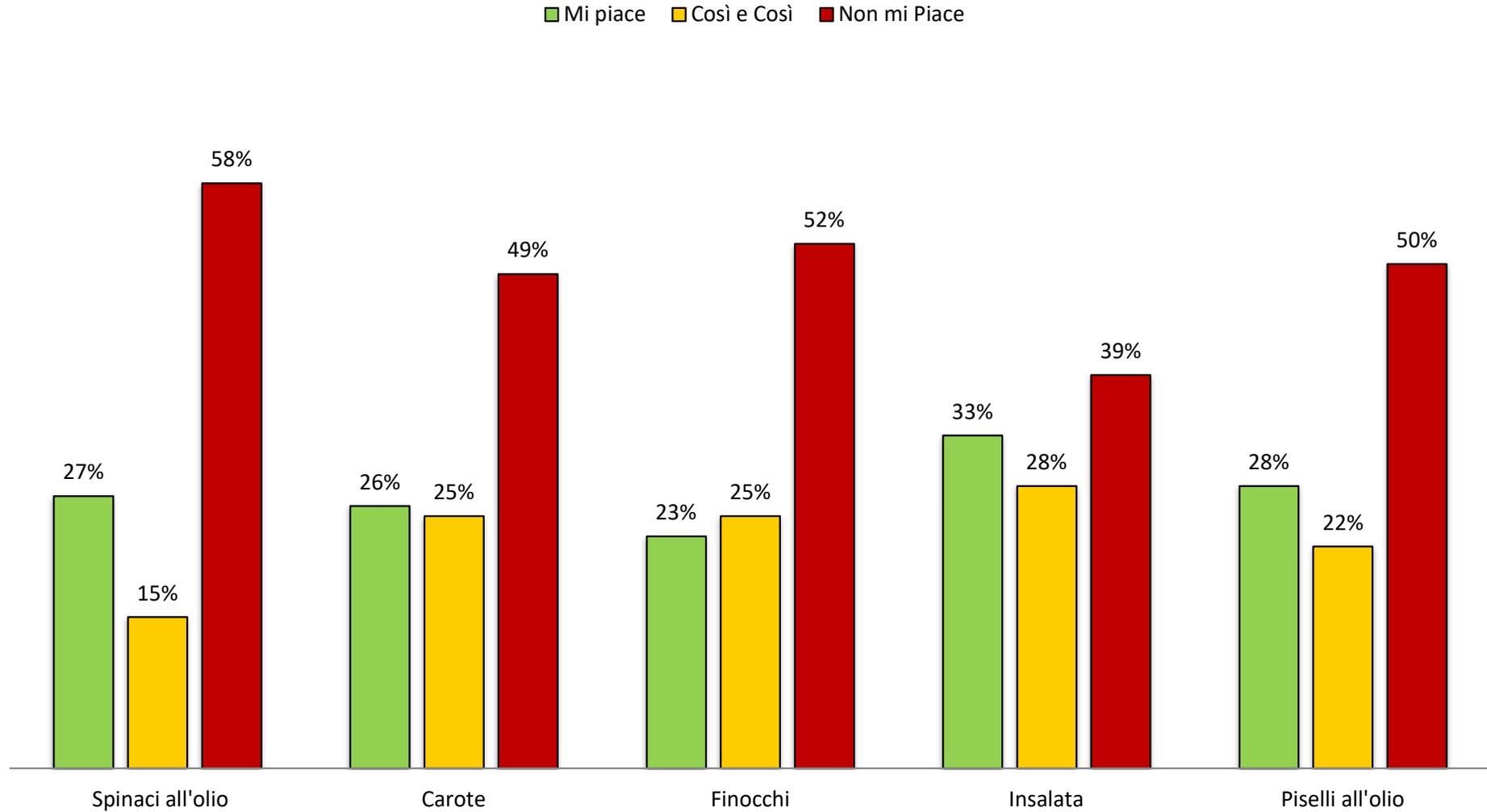


# CONTORNI

## GRADIMENTO PER ETA'



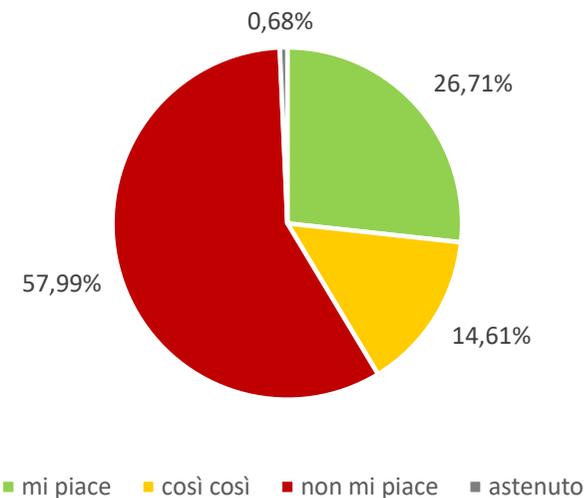
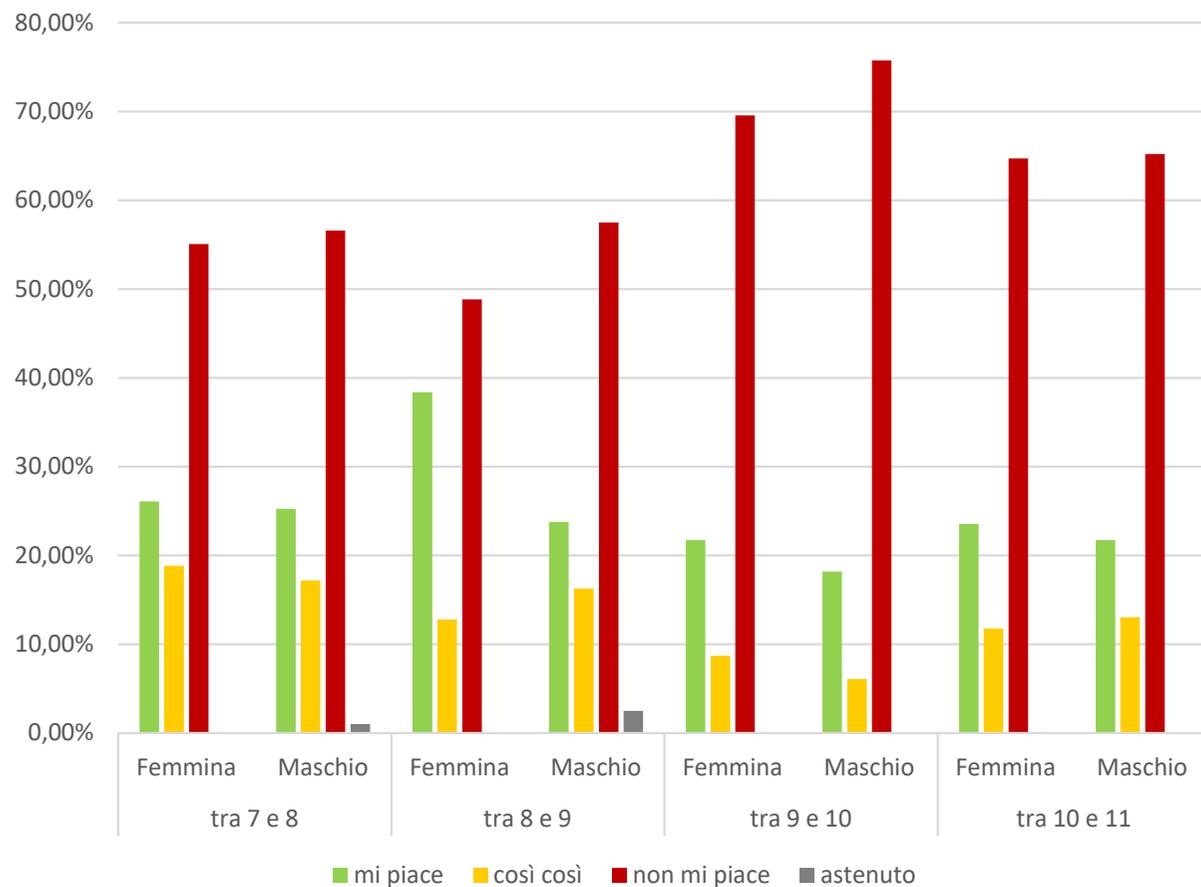
# GRADIMENTO CONTORNI



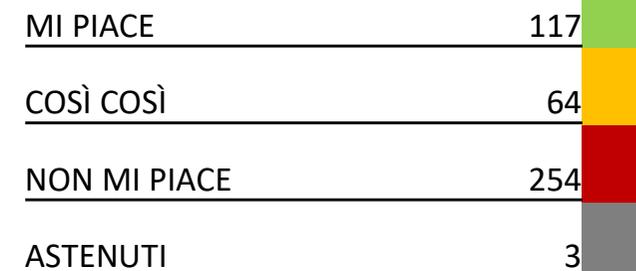
# SPINACI ALL'OLIO

438  
NUMERO RISPOSTE

% gradimento x sesso ed età



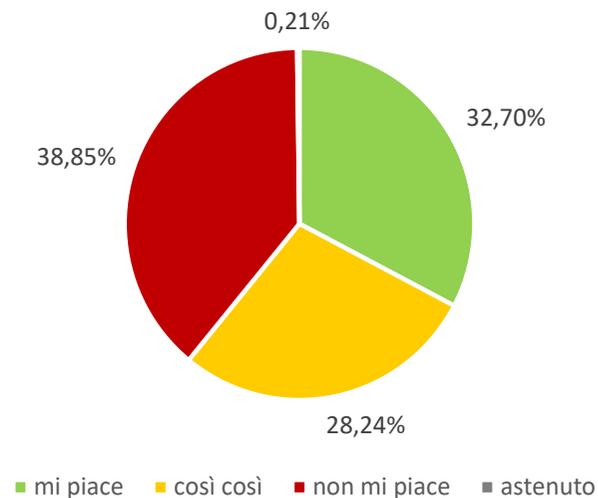
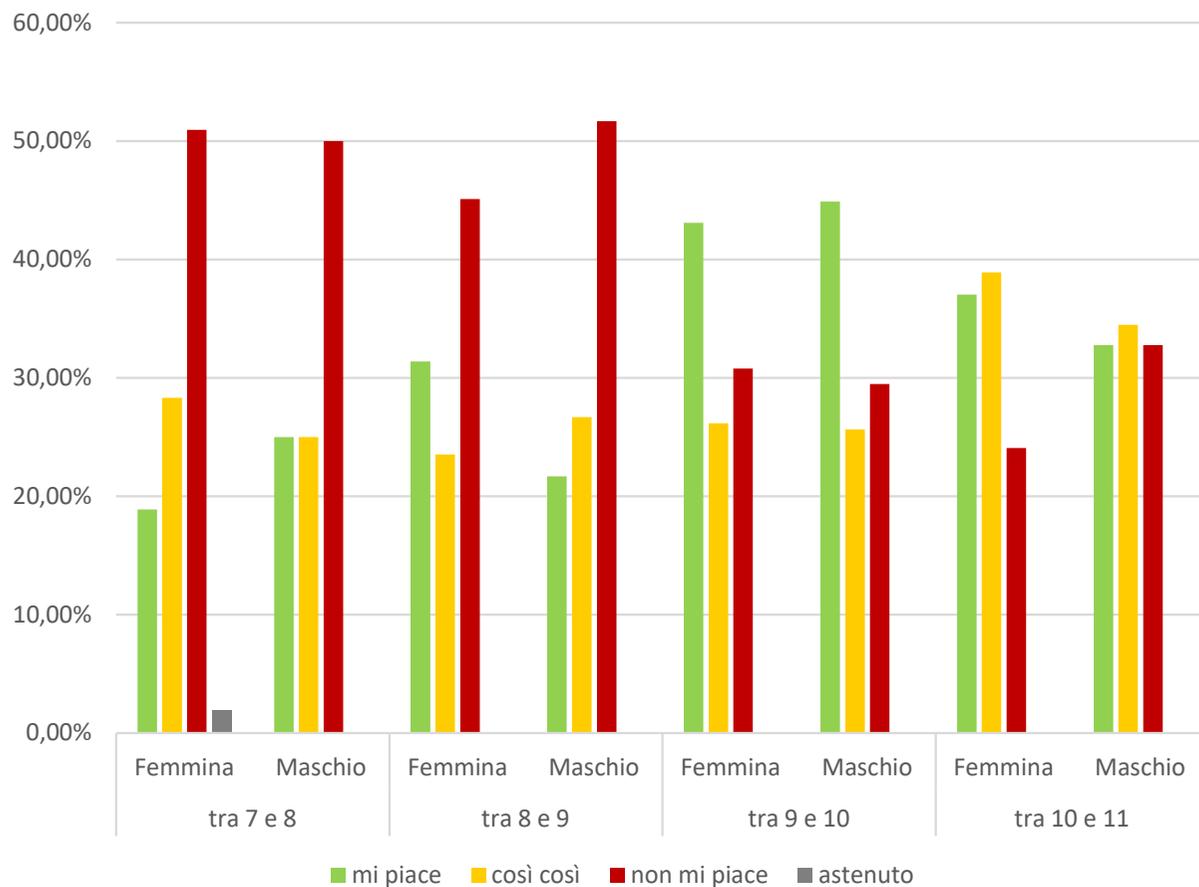
## Schede analizzate



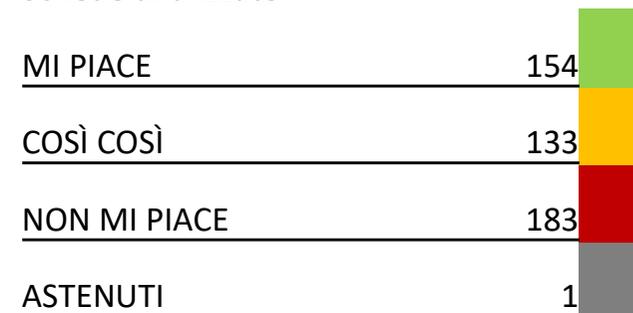
# INSALATA

471  
NUMERO RISPOSTE

% gradimento x sesso ed età



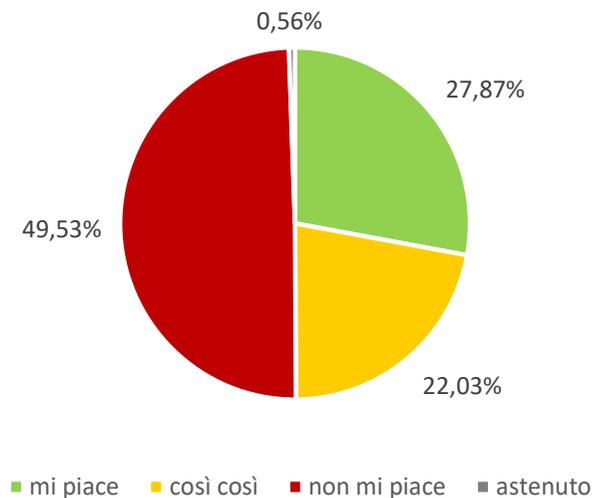
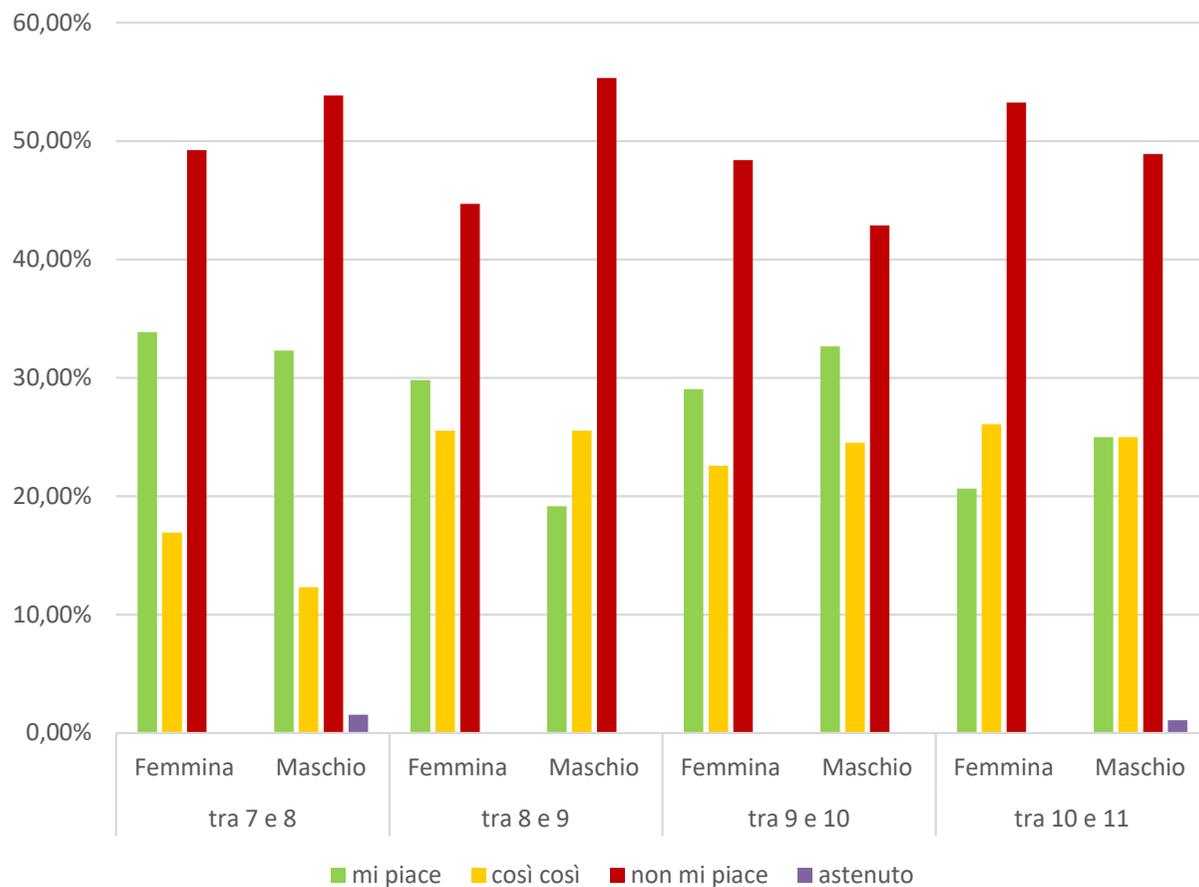
## Schede analizzate



# PISELLI ALL'OLIO

531  
NUMERO RISPOSTE

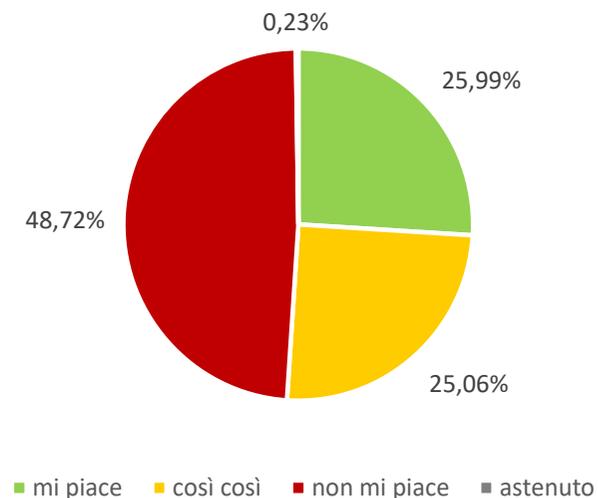
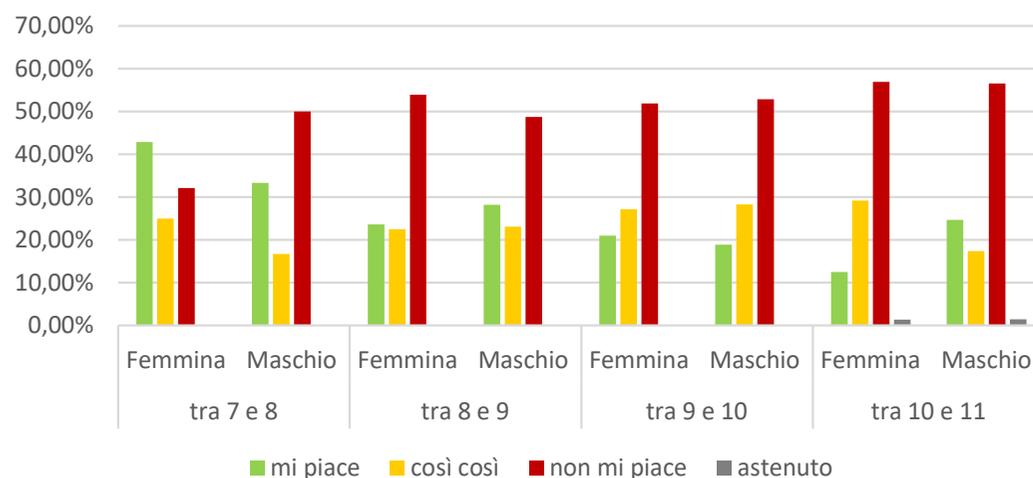
% gradimento x sesso ed età



## Schede analizzate

MI PIACE	148
COSÌ COSÌ	117
NON MI PIACE	263
ASTENUTI	3

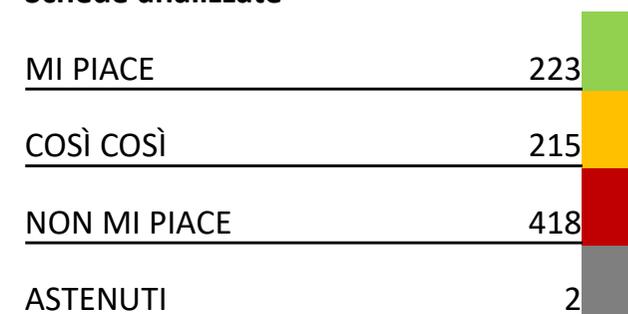
% gradimento CAROTE AL ROSMARINO x sesso ed età



% gradimento CAROTE AL BURRO x sesso ed età



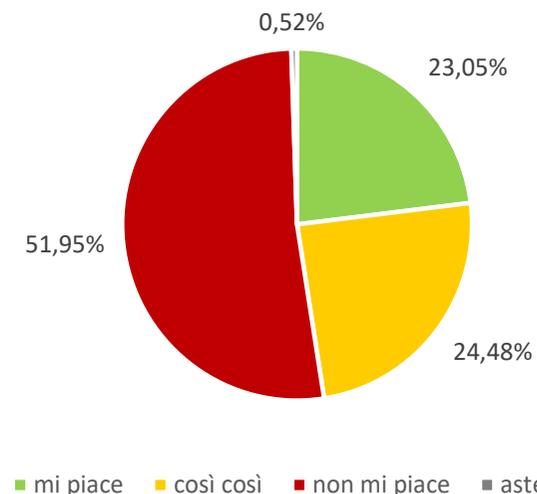
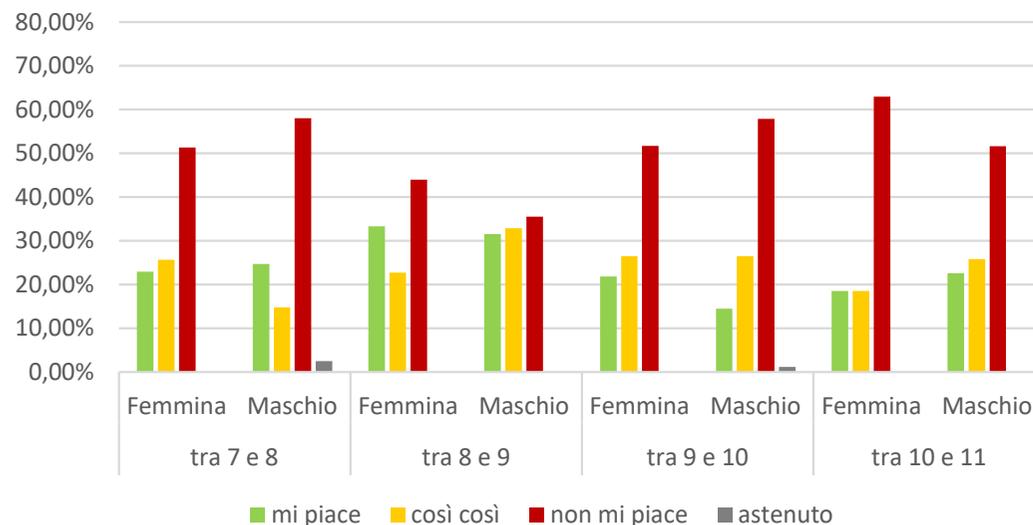
Schede analizzate



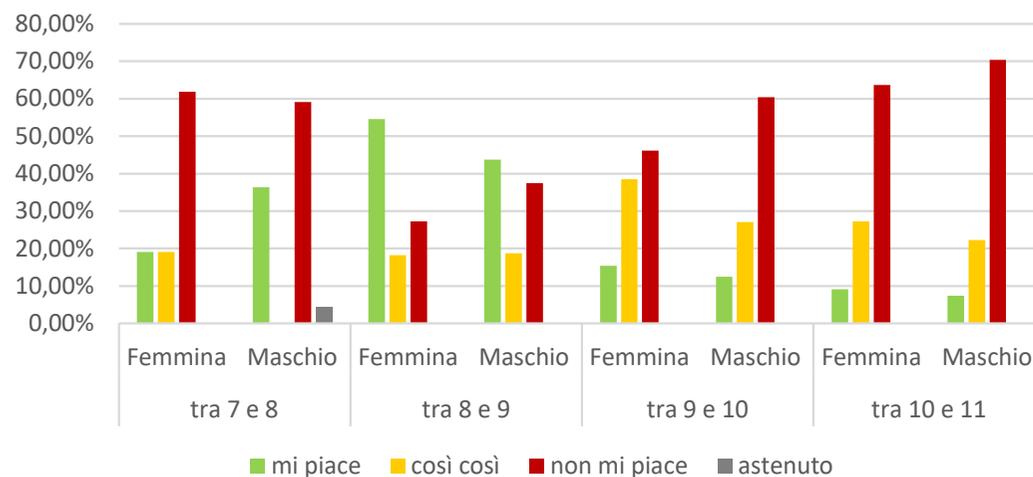
# FINOCCHI

768  
NUMERO RISPOSTE

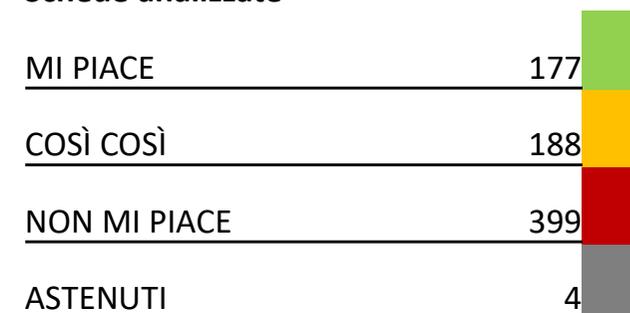
% gradimento FINOCCHI JULIENNE x sesso ed età



% gradimento FINOCCHI CON SUCCO D'ARANCIA x sesso ed età



Schede analizzate



# GRADIMENTO SULLA QUANTITÀ DEI PIATTI



gradiante da molto a poco

I piatti che hai mangiato erano in quantità:



TANTA



COSÌ COSÌ



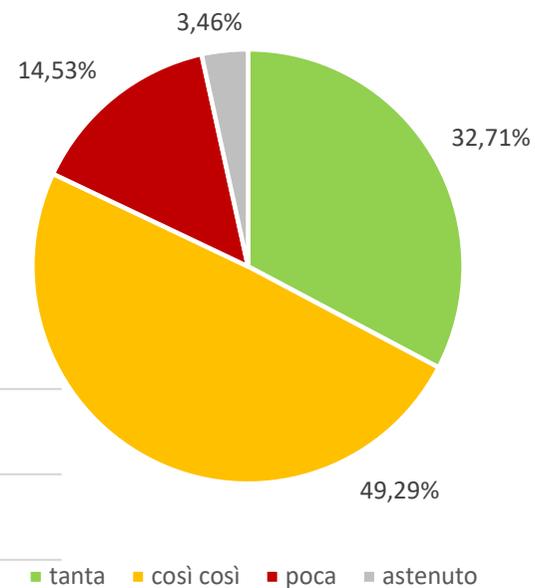
POCA

# I PIATTI CHE HAI MANGIATO ERANO IN QUANTITÀ:

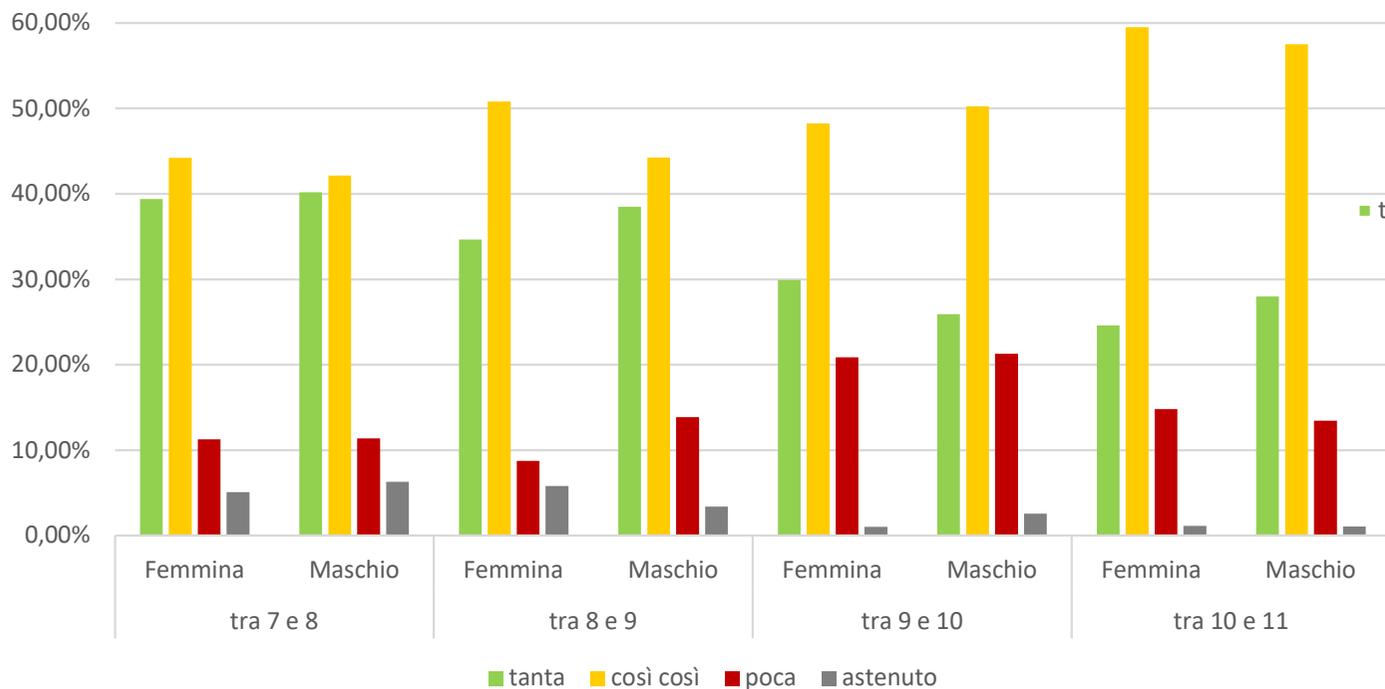
DOMANDA DI GRADIMENTO

3.118  
NUMERO RISPOSTE

TANTA	1020
COSÌ COSÌ	1537
POCA	453
ASTENUTI	108



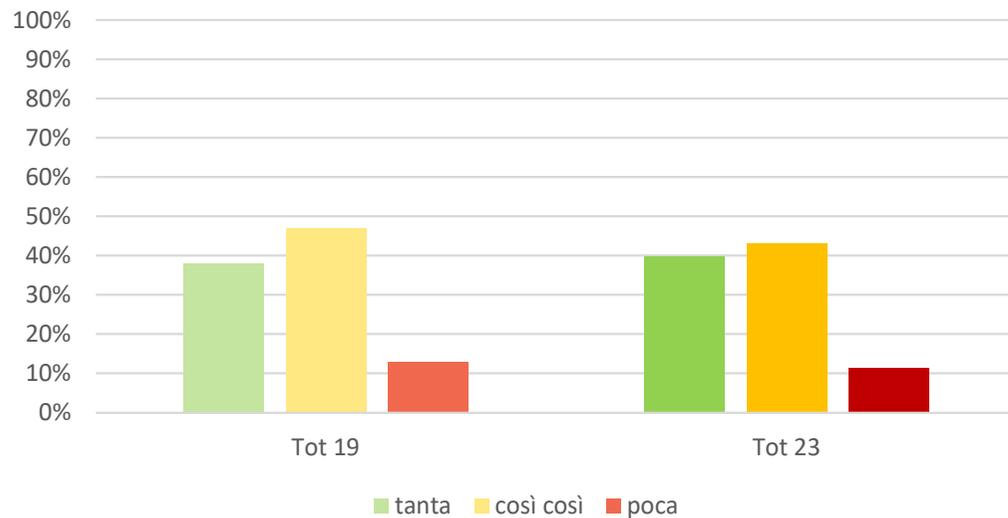
% gradimento QUANTITA' x sesso ed età



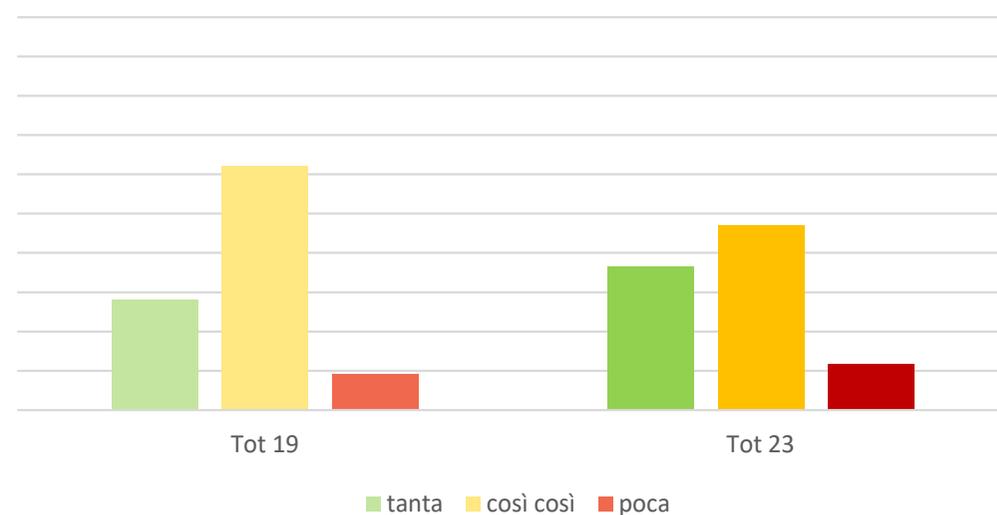
# I PIATTI CHE HAI MANGIATO ERANO IN QUANTITÀ:

Confronto 2019 - 2023

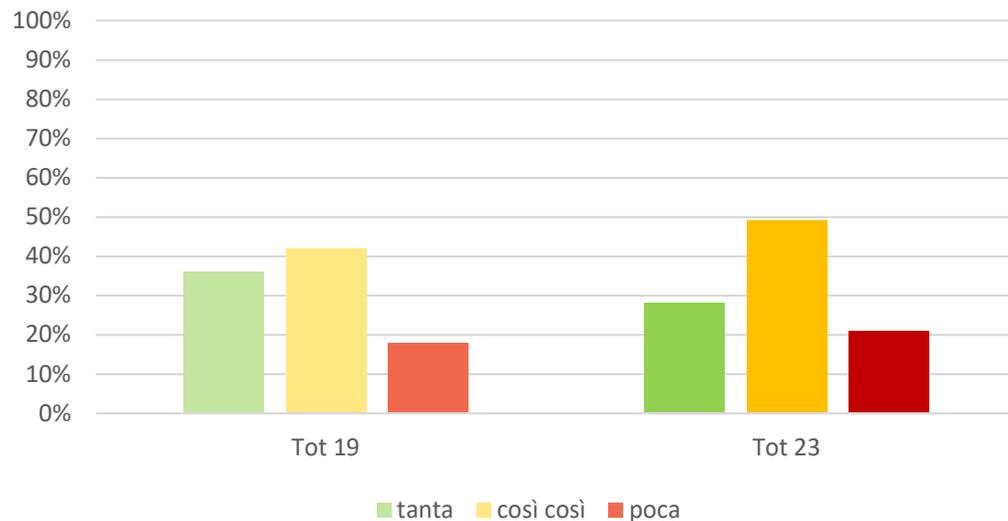
% grad. Quantità Tra 7 e 8 anni



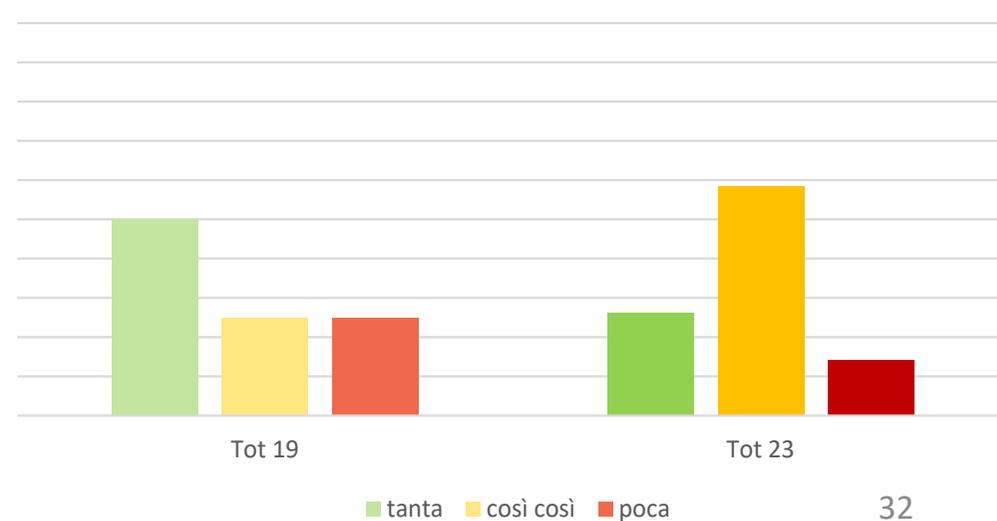
% grad. Quantità Tra 8 e 9 anni



% grad. Quantità Tra 9 e 10 anni



% grad. Quantità Tra 10 e 11 anni



# GENTILEZZA DEL PERSONALE DELLA MENSA

Le signore della mensa sono gentili e sorridenti?



SI



A VOLTE



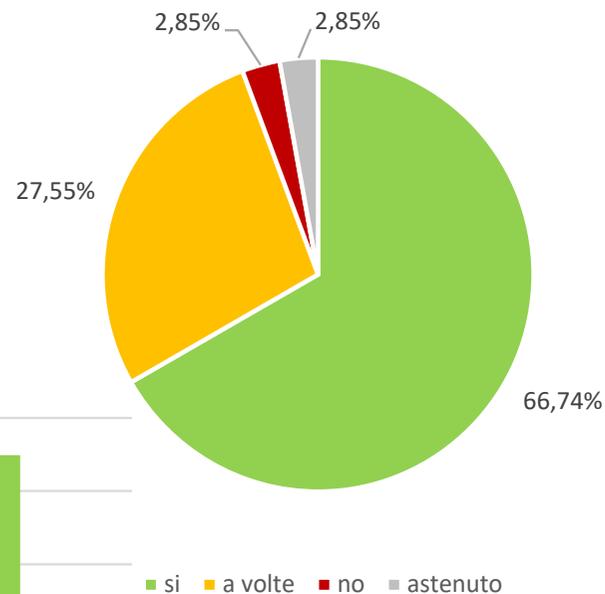
NO

# LE SIGNORE DELLA MENSA SONO GENTILI?

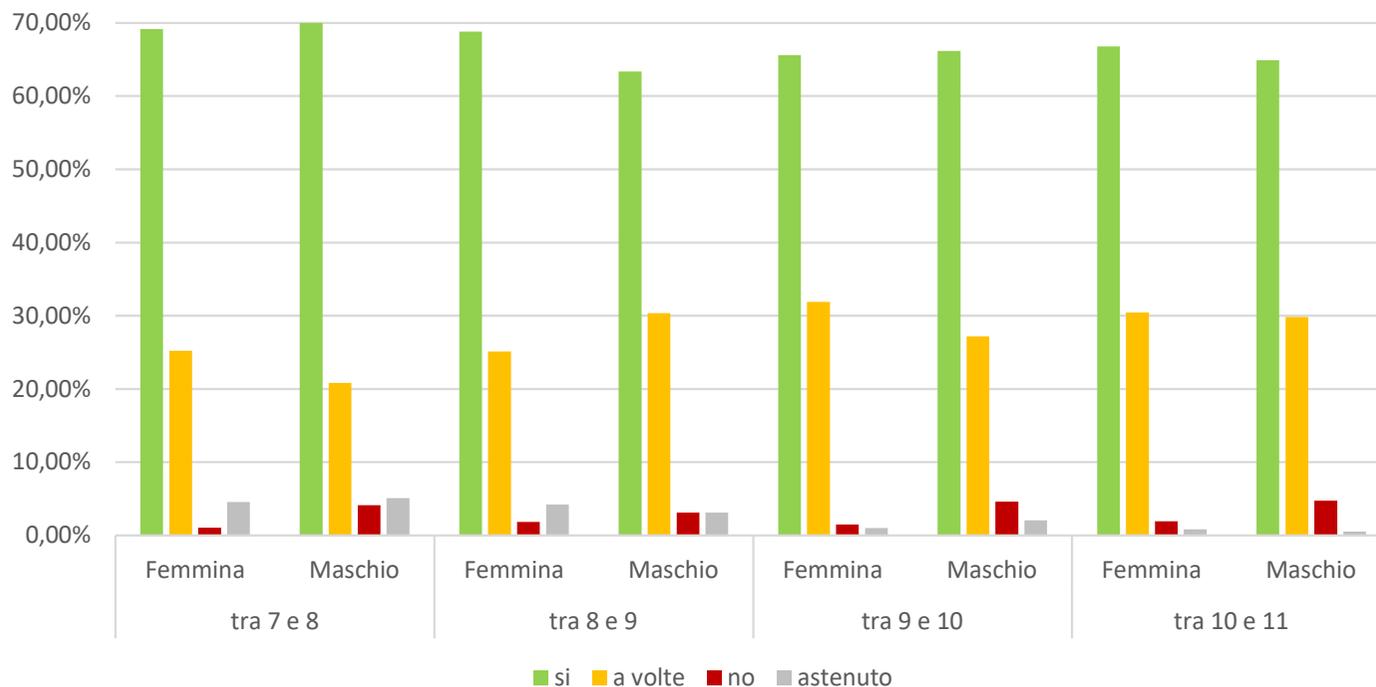
DOMANDA DI GRADIMENTO

3.118  
NUMERO RISPOSTE

SI	2081
A VOLTE	859
NO	89
ASTENUTI	89



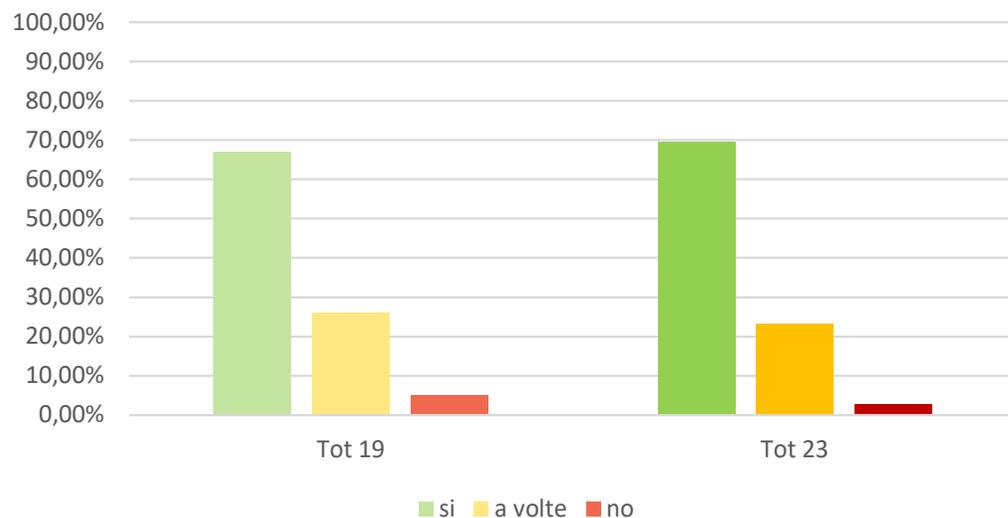
% gradimento SERVIZIO x sesso ed età



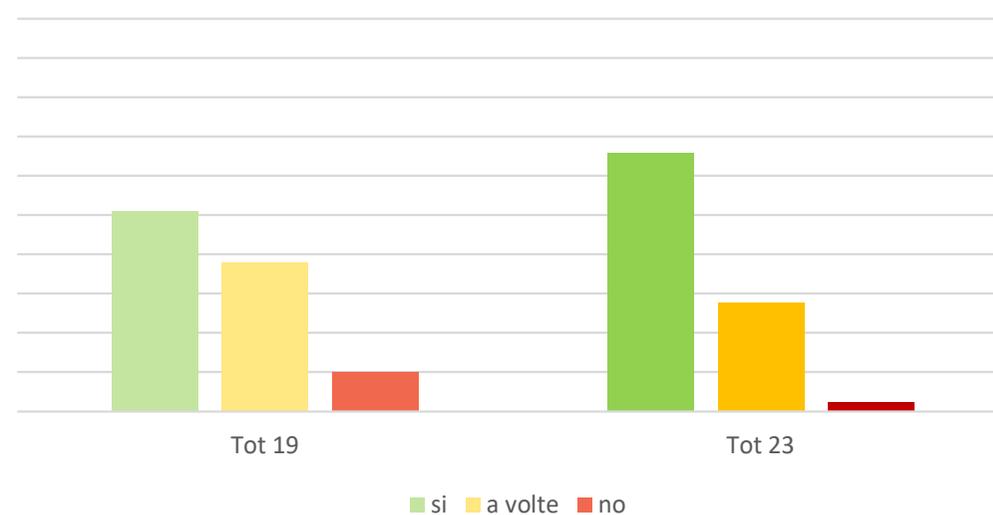
# LE SIGNORE DELLA MENSA SONO GENTILI?

Confronto 2019 - 2023

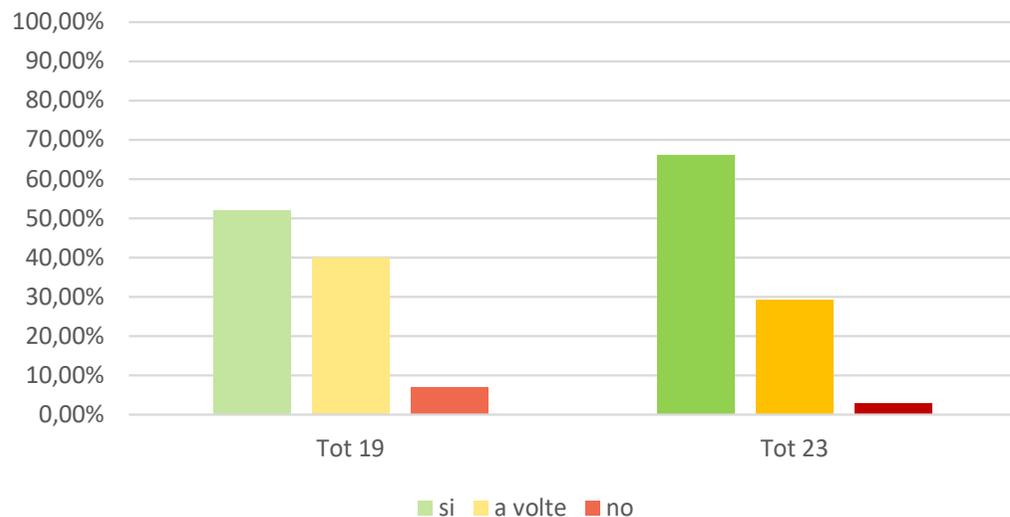
% grad. Servizio Tra 7 e 8 anni



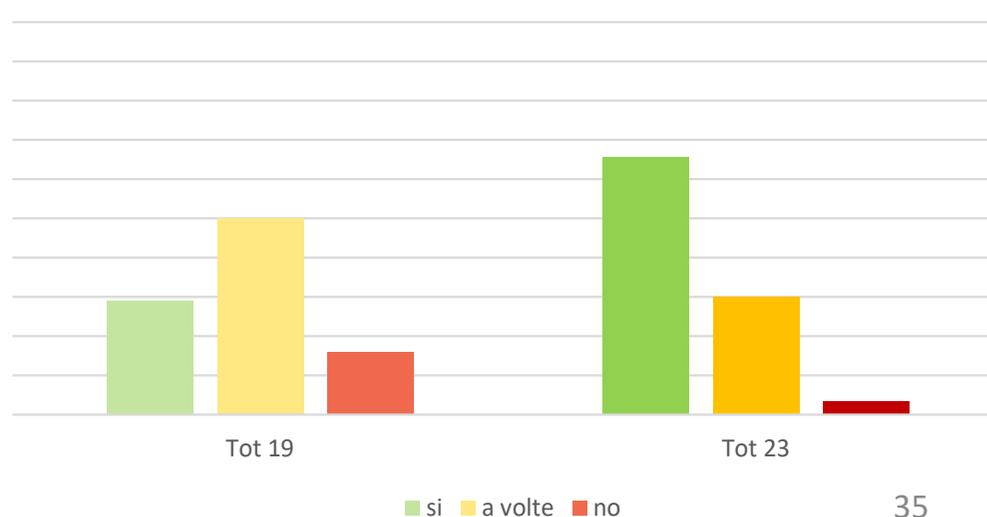
% grad. Servizio Tra 8 e 9 anni



% grad. Quantità Tra 9 e 10 anni



% grad. Quantità Tra 10 e 11 anni





**COORDINATORE GENERALE**

**DOTT. SSA SILVIA SPIGNESI**

**REFERENTI DI PROGETTO**

**DOTT. ALBERTO TONELLO**

Email: *alberto.tonello@amesvenezia.it*

**DOTT. SSA MARIKA TURRA**

Email: *marika.turra@amesvenezia.it*