

Send Food Back
Fieldwork Dates: 10th - 12th February 2018

Conducted by YouGov
On behalf of YouGov NY

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BACKGROUND

This spreadsheet contains survey data collected and analysed by YouGov plc. No information contained within this spreadsheet may be published without the consent of YouGov Plc and the client named on the front cover.

Methodology: This survey has been conducted using an online interview administered to members of the YouGov Plc panel of 1.2 million individuals who have agreed to take part in surveys. Emails are sent to panellists selected at random from the base sample. The e-mail invites them to take part in a survey and provides a generic survey link. Once a panel member clicks on the link they are sent to the survey that they are most required for, according to the sample definition and quotas. (The sample definition could be "US adult population" or a subset such as "US adult females"). Invitations to surveys don't expire and respondents can be sent to any available survey. The responding sample is weighted to the profile of the sample definition to provide a representative reporting sample. The profile is normally derived from census data or, if not available from the census, from industry accepted data.

YouGov plc make every effort to provide representative information. All results are based on a sample and are therefore subject to statistical errors normally associated with sample-based information.

For further information about the results in this spreadsheet, please contact YouGov Plc +1 888.729.0773 or email omnibus.us@yougov.com quoting the survey details

EDITOR'S NOTES - all press releases should contain the following information

All figures, unless otherwise stated, are from YouGov Plc. Total sample size was 1220 adults. Fieldwork was undertaken between 10th - 12th February 2018. The survey was carried out online. The figures have been weighted and are representative of all US adults (aged 18+).

NOTE: All press releases or other publications must be checked by YouGov Plc before use. YouGov requires 48hours to check a press release unless otherwise agreed.

- YouGov is registered with the Information Commissioner
- YouGov is a member of the British Polling Council

Any percentages calculated on bases fewer than 50 respondents must not be reported as they do not represent a wide enough cross-section of the target population to be considered statistically reliable. These figures will be italicised.

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US_nat Sample: 10th - 12th February 2018



Total	Gender		Age			Region				Race			
	Male	Female	18 to 34	35 to 54	55+	Northeast	Midwest	South	West	White	Black	Hispanic	Other (NET)
	A	B	C	D	E	F	G	H	I	J	K	L	M

KNS_q1. In general, how often, if ever, do you eat out?

Unweighted base	1220	560	660	281	410	529	289	262	489	180	882	154	123	61
Base: All US Adults	1201	595	606	370	403	428	294	246	475	187	811	146	177	67
More than once a day	2%	3%	2%	4%	2%	1%	3%	3%	1%	2%	2%	3%	1%	8%
			E										*	J*
Once a day	3%	5%	1%	5%	4%	1%	5%	1%	3%	4%	2%	4%	3%	9%
		B		E			G						*	J*
Several times a week	19%	21%	17%	14%	22%	19%	12%	17%	20%	29%	19%	17%	16%	20%
				C					F	F.G.H			*	*
Once a week	24%	23%	25%	27%	23%	23%	26%	30%	24%	15%	25%	15%	30%	17%
							I	I	I		K		K*	*
Several times a month	19%	17%	22%	21%	21%	17%	17%	20%	20%	21%	20%	20%	20%	10%
													*	*
Once a month	13%	12%	13%	11%	11%	16%	16%	11%	13%	8%	12%	17%	8%	21%
						C.D	I						*	L*
Less often than once a month	14%	13%	15%	9%	13%	20%	20%	13%	15%	13%	14%	19%	12%	8%
						C.D							*	*
Never	3%	3%	2%	4%	1%	3%	3%	3%	2%	3%	3%	2%	1%	8%
													*	L*
Don't know	3%	3%	3%	5%	3%	1%	4%	1%	3%	5%	2%	3%	8%	-
			E		E								J*	*

KNS_q2. Generally speaking, when you are eating out how comfortable or uncomfortable are you with sending food back if there is a problem with it?

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
Very comfortable	27%	28%	27%	19%	29%	33%	24%	28%	29%	27%	24%	46%	26%	31%
				C		C						J.L	*	*
Somewhat comfortable	27%	28%	26%	22%	30%	28%	28%	24%	27%	29%	28%	22%	29%	19%
				C									*	*
Somewhat uncomfortable	28%	27%	28%	32%	27%	24%	32%	30%	25%	24%	29%	15%	28%	34%
											K		K*	K*
Very uncomfortable	14%	12%	16%	20%	11%	11%	14%	11%	14%	16%	14%	11%	15%	13%
				D.E									*	*
Don't know	4%	5%	4%	7%	3%	4%	3%	7%	4%	4%	5%	7%	3%	2%
				D				F					*	*
Net: Comfortable	54%	56%	53%	41%	59%	61%	52%	52%	56%	56%	52%	67%	55%	51%
				C		C					J		*	*
Net: Uncomfortable	41%	39%	43%	52%	38%	35%	46%	41%	39%	40%	43%	26%	43%	47%
			D.E								K		K*	K*

KNS_q3. On those occasions where you are eating out and there is a problem with your food, how often, if ever, do you send it back?

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
Every time	12%	13%	12%	11%	14%	12%	10%	10%	14%	15%	9%	20%	19%	15%
												J	J*	*
Most of the time	17%	19%	16%	12%	20%	19%	16%	18%	17%	18%	17%	17%	19%	15%
					C	C							*	*
Some of the time	20%	21%	20%	22%	20%	19%	19%	23%	21%	18%	22%	11%	18%	25%
										K			*	K*
Rarely	38%	35%	41%	37%	36%	41%	41%	38%	37%	38%	40%	43%	29%	26%
													*	*

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Total	Education				Marital Status						Children under the age of 18		
	No HS, High school graduate	Some college, 2-year	4-year	Post Grad	Married	Separated	Divorced	Widowed	Never married	Domestic / civil partnership	Yes	No	Under \$40k
	N	O	P	Q	R	S	T	U	V	W	X	Y	Z

KNS_q1. In general, how often, if ever, do you eat out?

Unweighted base	1220	465	393	236	126	603	21	153	58	338	47	346	874	424
Base: All US Adults	1201	493	383	209	116	547	25	129	50	406	43	351	850	419
More than once a day	2%	2%	2%	4%	2%	3%	-	1%	-	2%	2%	3%	2%	2%
Once a day	3%	1%	3%	6%	4%	3%	-	1%	-	4%	-	3%	3%	3%
Several times a week	19%	15%	18%	22%	29%	20%	34%	15%	26%	15%	23%	20%	18%	14%
Once a week	24%	22%	22%	29%	32%	27%	17%	24%	21%	23%	16%	27%	23%	19%
Several times a month	19%	17%	26%	16%	13%	19%	13%	23%	11%	21%	20%	20%	19%	24%
Once a month	13%	14%	13%	10%	9%	11%	12%	13%	13%	14%	17%	10%	14%	13%
Less often than once a month	14%	18%	13%	9%	9%	14%	18%	19%	23%	13%	4%	12%	15%	17%
Never	3%	4%	1%	2%	1%	1%	7%	3%	3%	3%	10%	2%	3%	5%
Don't know	3%	6%	0%	2%	1%	2%	-	1%	3%	5%	8%	2%	3%	3%

KNS_q2. Generally speaking, when you are eating out how comfortable or uncomfortable are you with sending food back if there is a problem with it?

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
Very comfortable	27%	28%	28%	26%	24%	27%	22%	31%	35%	25%	41%	29%	27%	30%
Somewhat comfortable	27%	28%	25%	24%	34%	31%	40%	29%	23%	22%	23%	30%	26%	25%
Somewhat uncomfortable	28%	23%	27%	36%	33%	27%	25%	24%	24%	29%	30%	27%	28%	24%
Very uncomfortable	14%	15%	16%	12%	6%	12%	6%	13%	8%	18%	6%	13%	14%	16%
Don't know	4%	6%	4%	3%	3%	3%	7%	4%	9%	6%	-	2%	6%	5%
Net: Comfortable	54%	57%	53%	50%	58%	58%	62%	59%	59%	46%	64%	58%	53%	55%
Net: Uncomfortable	41%	37%	42%	48%	40%	39%	31%	36%	32%	48%	36%	40%	42%	40%

KNS_q3. On those occasions where you are eating out and there is a problem with your food, how often, if ever, do you send it back?

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
Every time	12%	14%	12%	9%	10%	11%	17%	14%	13%	13%	16%	15%	11%	15%
Most of the time	17%	17%	17%	20%	19%	19%	32%	17%	25%	13%	23%	20%	16%	16%
Some of the time	20%	16%	22%	26%	22%	22%	6%	19%	7%	21%	18%	21%	20%	17%
Rarely	38%	39%	36%	37%	40%	38%	41%	45%	43%	36%	30%	32%	40%	40%

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Total	Income		
	\$40k to \$80k	\$80k+	Prefer not to say
	AA	AB	AC

KNS_q1. In general, how often, if ever, do you eat out?

	Unweighted base	1220	345	254	197
Base: All US Adults	1201	333	227	222	
More than once a day	2%	3%	3%	2%	
Once a day	3%	3%	5%	2%	
Several times a week	19%	22%	24%	17%	
Once a week	24%	29%	32%	20%	
Several times a month	19%	18%	17%	15%	
Once a month	13%	11%	9%	17%	
Less often than once a month	14%	13%	8%	17%	
Never	3%	0%	1%	3%	
Don't know	3%	2%	1%	7%	
					AA, AB

KNS_q2. Generally speaking, when you are eating out how comfortable or uncomfortable are you with sending food back if there is a problem with it?

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
Very comfortable	27%	26%	23%	29%	
Somewhat comfortable	27%	29%	31%	23%	
Somewhat uncomfortable	28%	29%	34%	24%	
Very uncomfortable	14%	12%	10%	15%	
Don't know	4%	3%	1%	9%	
Net: Comfortable	54%	55%	55%	52%	
Net: Uncomfortable	41%	42%	44%	39%	

KNS_q3. On those occasions where you are eating out and there is a problem with your food, how often, if ever, do you send it back?

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
Every time	12%	12%	8%	14%	
Most of the time	17%	19%	20%	14%	
Some of the time	20%	21%	27%	18%	
Rarely	38%	37%	41%	34%	

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Total	Gender		Age			Region				Race				
	Male	Female	18 to 34	35 to 54	55+	Northeast	Midwest	South	West	White	Black	Hispanic	Other (NET)	
Never	9%	10%	9%	15% D.E	6%	8%	8%	9%	10%	9%	9%	7%	9% *	18% *
Don't know	3%	3%	2%	3%	3%	2%	5% H	2%	1%	3%	2%	1%	8% J.K*	1% *

KNS_q4_1. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - A request I had made (e.g., no ketchup) was not followed

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	38%	38%	39%	29%	39%	46%	40%	39%	38%	37%	37%	44%	40%	38%
				C	C								*	*
I would not send the food back	53%	54%	52%	61% D.E	52%	48%	50%	53%	54%	57%	55%	49%	49%	56%
													*	*
Don't know	8%	8%	9%	10%	9%	7%	10%	8%	8%	6%	8%	7%	11% *	7% *

KNS_q4_2. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The plate was not clean

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	80%	78%	83%	65%	81%	92%	80%	78%	83%	78%	81%	85%	79%	73%
				C	C	C.D							*	*
I would not send the food back	11%	14%	8%	20% D.E	11%	4%	12%	10%	11%	11%	10%	9%	15%	18%
		B		E									*	*
Don't know	8%	8%	9%	15% D.E	8%	4%	8%	12% H	6%	10%	9%	6%	6% *	9% *

KNS_q4_3. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - I didn't like the food

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	28%	30%	27%	21%	33%	30%	25%	22%	32%	33%	23%	50%	36%	31%
				C	C				G	G		J.M	J*	*
I would not send the food back	59%	58%	61%	65%	57%	57%	64%	65%	55%	57%	63%	41%	55%	61%
							H	H			K		*	K*
Don't know	12%	13%	12%	14%	11%	12%	11%	13%	14%	10%	14%	9%	10% *	9% *

KNS_q4_4. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food had a hair in it

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	81%	79%	82%	69%	82%	89%	80%	78%	84%	76%	80%	91%	81%	72%
				C	C	C.D			I			J.M	*	*
I would not send the food back	12%	13%	12%	20% D.E	12%	7%	12%	15%	10%	17%	13%	9%	13%	19%
				E					H				*	*
Don't know	7%	8%	6%	11% E	6%	4%	8%	7%	6%	8%	8%	1%	7% *	9% K*

KNS_q4_5. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was presented poorly

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	18%	19%	17%	18%	18%	18%	16%	13%	21%	18%	12%	44%	23%	20%

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	Total	Education				Marital Status						Children under the age of 18		
		No HS, High school graduate	Some college, 2-year	4-year	Post Grad	Married	Separated	Divorced	Widowed	Never married	Domestic / civil partnership	Yes	No	Under \$40k
Never	9%	10%	11%	6%	8%	9%	3% **	4%	8% *	12% T	11% *	11%	8%	10% AB
Don't know	3%	4%	2%	3%	1%	1%	- **	1%	4% *	5% R	2% *	1%	4% X	2%

KNS_q4_1. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - A request I had made (e.g., no ketchup) was not followed

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	38%	38%	38%	36%	45%	41% V	46% **	42%	51% V.W*	32%	25% *	39%	38%	40%
I would not send the food back	53%	53%	54%	57% Q	44%	51% Q	30% **	52%	42% *	59% R.U	60% *	51%	54%	51%
Don't know	8%	9%	8%	7%	11%	8%	24% **	6%	6% *	8%	14% *	9%	8%	8%

KNS_q4_2. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The plate was not clean

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	80%	85% O.P	77%	77%	78%	83% V	90% **	87% V	98% R.T.V*	70%	91% V*	76%	82% X	82%
I would not send the food back	11%	9%	13%	14%	9%	10%	- **	7%	2% *	17% R.T.U	9% *	15% Y	10%	11%
Don't know	8%	6%	10% N	8%	13% N	7%	10% **	6%	- *	13% R.T.U.W	- *	9%	8%	7%

KNS_q4_3. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - I didn't like the food

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	28%	30%	28%	25%	27%	27% V	40% **	32%	44% R.V*	26%	32% *	31%	27%	35% AA.AC
I would not send the food back	59%	57%	58%	64%	63%	63% U	42% **	55%	44% *	58%	56% *	59%	59%	54%
Don't know	12%	13%	14%	11%	10%	9%	19% **	14%	12% *	16% R	13% *	10%	14%	11%

KNS_q4_4. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food had a hair in it

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	81%	83%	81%	76%	78%	84% V	90% **	88% V	79% *	73% V*	90% V*	80%	81%	83%
I would not send the food back	12%	11%	13%	15%	15%	12% V	7% **	7%	11% *	15% T	8% *	16%	11%	12%
Don't know	7%	7%	6%	9%	6%	4%	3% **	5%	11% R*	12% R.T	2% *	4%	8% X	6%

KNS_q4_5. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was presented poorly

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	18%	20%	16%	16%	20%	16%	33%	14%	35%	18%	27%	22%	16%	21%

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	Total	Income		
		\$40k to \$80k	\$80k+	Prefer not to say
Never	9%	11%	4%	11%
		AB		AB
Don't know	3%	1%	1%	9%
				Z.AA,AB

KNS_q4_1. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - A request I had made (e.g., no ketchup) was not followed

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
I would send the food back	38%	37%	44%	31%	
			AC		
I would not send the food back	53%	55%	50%	58%	
Don't know	8%	9%	5%	11%	

KNS_q4_2. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The plate was not clean

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
I would send the food back	80%	81%	79%	77%	
I would not send the food back	11%	11%	11%	12%	
Don't know	8%	8%	9%	12%	

KNS_q4_3. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - I didn't like the food

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
I would send the food back	28%	23%	28%	24%	
I would not send the food back	59%	67%	63%	54%	
		Z.AC	Z		
Don't know	12%	10%	9%	21%	
				Z.AA,AB	

KNS_q4_4. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food had a hair in it

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
I would send the food back	81%	76%	85%	80%	
			AA		
I would not send the food back	12%	18%	11%	6%	
		AC			
Don't know	7%	6%	4%	13%	
				Z.AA,AB	

KNS_q4_5. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was presented poorly

	Unweighted base	1159	339	249	177
Base: All US Adults who dine out	1134	326	223	201	
I would send the food back	18%	15%	16%	19%	

YouGov NY Send Food Back

US_nat Sample: 10th - 12th February 2018



Total	Gender		Age			Region				Race				
	Male	Female	18 to 34	35 to 54	55+	Northeast	Midwest	South	West	White	Black	Hispanic	Other (NET)	
I would not send the food back	72%	70%	74%	70%	73%	73%	74%	76%	69%	72%	79%	J.LM	J*	*
Don't know	10%	11%	9%	12%	9%	9%	9%	11%	10%	11%	10%	9%	K*	9%
											K.L	*	K*	*

KNS_q4_6. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - Part of the meal was missing

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	65%	64%	65%	66%	63%	66%	64%	62%	66%	67%	61%	77%	69%	73%
												J	*	*
I would not send the food back	27%	27%	28%	24%	29%	29%	29%	28%	28%	25%	30%	20%	23%	22%
Don't know	8%	8%	7%	10%	8%	6%	7%	10%	7%	9%	9%	3%	8%	5%
											K	*	*	*

KNS_q4_7. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was overcooked

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	43%	44%	43%	32%	45%	50%	41%	40%	46%	45%	41%	63%	44%	31%
					C	C					J.L.M	*	*	*
I would not send the food back	45%	44%	47%	55%	42%	40%	48%	48%	43%	41%	47%	27%	48%	57%
Don't know	12%	13%	11%	D.E	13%	10%	11%	12%	11%	14%	13%	10%	8%	12%
											K	*	K*	*

KNS_q4_8. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was undercooked

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	82%	78%	86%	72%	83%	88%	79%	84%	82%	81%	82%	89%	77%	72%
			A	C	C	C.D					J.L.M	*	*	*
I would not send the food back	12%	15%	9%	19%	10%	7%	14%	11%	11%	13%	11%	8%	15%	22%
Don't know	7%	7%	6%	D.E	7%	4%	7%	5%	7%	7%	7%	2%	7%	6%
					E						K	*	J.K*	*

KNS_q4_9. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The portion size was too small

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	15%	19%	11%	16%	18%	10%	13%	12%	16%	18%	8%	31%	33%	23%
		B	E	E							J	J*	J*	J*
I would not send the food back	74%	69%	79%	69%	72%	81%	78%	74%	74%	71%	81%	57%	59%	69%
Don't know	11%	11%	10%	A	10%	9%	8%	14%	10%	11%	11%	13%	9%	9%
					E						K.L.M	*	*	*

KNS_q4_10. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - They had sent you the wrong meal

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	85%	82%	89%	77%	85%	93%	88%	86%	85%	80%	86%	87%	82%	78%

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	Total	Education				Marital Status						Children under the age of 18			
		No HS, High school graduate	Some college, 2-year	4-year	Post Grad	Married	Separated	Divorced	Widowed	Never married	Domestic / civil partnership	Yes	No	Under \$40k	
I would not send the food back	72%	70%	73%	76%	74%	76%	**	61%	R.T.V*	50%	71%	61%	70%	73%	69%
Don't know	10%	11%	11%	8%	6%	8%	U.W	**	U	*	U	*	8%	11%	10%
							**	**	*	15%	11%	12%			
							**	**	*	*	*	*			

KNS_q4_6. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - Part of the meal was missing

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	65%	65%	66%	68%	53%	64%	80%	59%	69%	66%	76%	69%	63%	68%
		Q	Q	Q			**	*	*	*	*			
I would not send the food back	27%	26%	27%	25%	36%	28%	20%	33%	22%	26%	19%	25%	29%	26%
					P		**	*	*	*	*			
Don't know	8%	8%	6%	7%	11%	8%	-	8%	9%	8%	5%	6%	9%	7%
							**	*	*	*	*			

KNS_q4_7. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was overcooked

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	43%	44%	44%	42%	39%	44%	48%	50%	58%	37%	56%	46%	42%	45%
							**	V	V*	V*	V*			
I would not send the food back	45%	42%	45%	47%	51%	45%	52%	41%	39%	48%	33%	44%	45%	46%
							**	*	*	*	*			
Don't know	12%	13%	11%	10%	10%	11%	-	10%	4%	15%	11%	10%	13%	10%
							**	*	*	U	*			

KNS_q4_8. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was undercooked

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	82%	84%	81%	80%	74%	80%	61%	87%	86%	81%	93%	77%	83%	87%
		Q					**	*	*	R*	X	AAAB		
I would not send the food back	12%	9%	13%	15%	13%	12%	39%	9%	10%	11%	7%	14%	11%	10%
				N			**	*	*	*	*			
Don't know	7%	7%	5%	6%	13%	8%	-	4%	5%	8%	-	9%	6%	3%
					N.O.P		**	*	*	*	*			

KNS_q4_9. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The portion size was too small

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	15%	19%	13%	12%	11%	13%	17%	16%	17%	17%	13%	17%	14%	22%
		P					**	*	*	*	*			AAAB.AC
I would not send the food back	74%	71%	75%	78%	82%	80%	73%	75%	71%	67%	75%	72%	75%	67%
					N		**	*	*	*	*			
Don't know	11%	11%	12%	10%	7%	7%	10%	9%	12%	16%	12%	11%	11%	12%
							**	*	*	R	*			

KNS_q4_10. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - They had sent you the wrong meal

Unweighted base	1159	425	385	225	124	583	19	147	54	314	42	331	828	394
Base: All US Adults who dine out	1134	443	377	201	114	530	23	125	47	374	35	335	800	385
I would send the food back	85%	85%	83%	89%	90%	86%	74%	87%	91%	83%	96%	83%	86%	84%

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	Total	Income		
		\$40k to \$80k	\$80k+	Prefer not to say
I would not send the food back	72%	78%	75%	65%
Don't know	10%	Z.AC	9%	16%
				AA

KNS_q4_6. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - Part of the meal was missing

	Unweighted base	339	249	177
Base: All US Adults who dine out	1134	326	223	201
I would send the food back	65%	65%	61%	65%
I would not send the food back	27%	28%	33%	23%
Don't know	8%	7%	7%	12%

KNS_q4_7. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was overcooked

	Unweighted base	339	249	177
Base: All US Adults who dine out	1134	326	223	201
I would send the food back	43%	44%	43%	41%
I would not send the food back	45%	46%	47%	39%
Don't know	12%	10%	10%	20%
				Z.AAAB

KNS_q4_8. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was undercooked

	Unweighted base	339	249	177
Base: All US Adults who dine out	1134	326	223	201
I would send the food back	82%	79%	78%	80%
I would not send the food back	12%	14%	14%	9%
Don't know	7%	7%	8%	12%
			Z	Z

KNS_q4_9. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The portion size was too small

	Unweighted base	339	249	177
Base: All US Adults who dine out	1134	326	223	201
I would send the food back	15%	14%	8%	11%
I would not send the food back	74%	79%	85%	70%
Don't know	11%	7%	7%	20%
			Z	Z.AC
				Z.AAAB

KNS_q4_10. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - They had sent you the wrong meal

	Unweighted base	339	249	177
Base: All US Adults who dine out	1134	326	223	201
I would send the food back	85%	83%	87%	89%

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Total	Gender		Age			Region				Race			
	Male	Female	18 to 34	35 to 54	55+	Northeast	Midwest	South	West	White	Black	Hispanic	Other (NET)
I would not send the food back	9%	A 11%	7% 15%	C 9%	C.D 3%	I 8%						*	*
Don't know	6%	B 7%	5% 8%	E 6%	E 4%		4%	8%	6%	6%	6%	7%	2% 7%
			E	E								*	*

KNS_q4_11. Under each of the following scenarios, would you or would you not send your food back? Please select one option on each row. - The food was too cold or too hot

Unweighted base	1159	534	625	257	393	509	275	247	469	168	845	146	111	57
Base: All US Adults who dine out	1134	562	572	337	385	412	275	234	453	172	772	139	162	62
I would send the food back	48%	48%	47%	35%	51%	55%	49%	45%	48%	46%	44%	62%	54%	43%
I would not send the food back	36%	35%	37%	45%	33%	31%	36%	35%	36%	38%	39%	21%	32%	47%
Don't know	16%	17%	16%	D.E 20%	16%	14%	15%	20%	16%	16%	17%	17%	14%	10%
													*	*