

Survey ENPs Report: Island Restaurants - Hugo Franchise: 2021-09-10

Report Period: 2021-08-10 / 2021-08-28

Question: "How likely is it that you would recommend your Island Restaurant location as an employer to a friend or colleague?"

Location		Responses			Detractors (0-6)		Passives (7-8)		Promoters (9-10)		eNPS
		Total # of employees	# Resp	% Resp	n	%	n	%	n	%	
Island Restaurant #93	FOH	-	33	-	13	39%	4	12%	16	48%	9%
	Cul	-	6	-	1	17%	1	17%	4	67%	50%
	Total	71	39	55%	14	36%	5	13%	20	51%	15%
Island Restaurant #101	FOH	-	20	-	10	50%	6	30%	4	20%	-30%
	Cul	-	7	-	2	29%	1	14%	4	57%	29%
	Total	45	27	60%	12	44%	7	26%	8	30%	-15%
Island Restaurant #114	FOH	-	21	-	9	43%	10	48%	2	10%	-33%
	Cul	-	n/a	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	Total	42	25	60%	10	40%	10	40%	5	20%	-20%
Overall Totals	FOH	-	289	-	101	38%	90	31%	98	31%	-6%
	Cul	-	105	-	35	30%	32	33%	38	37%	7%
	Total	617	394	64%	136	36%	122	31%	136	33%	-3%

	All	FOH	Cul
27. How likely to leave for another restaurant	37%	35%	42%
28. How likely working here in a year	74%	72%	77%