

How would you improve the serv	
External takeover	<p>get some competitor in to take them over.</p> <p>They could get an external coffeeshop company into taken them over like costa todo it would be easier.</p>
Enviroment Change	<p>I think it would be nice to have like a radio on something in the background</p> <p>I think it would be good to have BBC News on something like that.</p> <p>yeah, because then you could just have subtitles on as well so it wouldn't matte</p> <p>I would like to have a jukebox that would be sick. I'm not even joking I full on w</p> <p>just make it more of a relaxing area</p> <p>I think it needs more options decor wise.</p> <p>yeah the art on the walls has been up there at least 10 years so make it more m</p> <p>If the forum had the coffee shop in it then that would be awesome.</p> <p>well money constraint obviously I don't know much about but nicer chairs and t</p> <p>beanbags.</p> <p>in terms of environment I think there should be a better more comfortable envi</p> <p>But the busier ones I think it'll be good to see. Kind of what you do see in Starbu</p> <p>yeah and as you say a bit more comfortable people are going to stay there longe</p> <p>with working facilities like power points stick your laptop into obviously there's '</p> <p>I think there's too much light they're really, it's not like a coffee shop.</p> <p>And probably better seating better chairs</p> <p>yes better chairs</p> <p>re-decoration</p> <p>yeah put some sofas in there.</p> <p>yeah they basically need to redo everything.</p> <p>if I was to list the priorities the first thing I would change is the decor.</p> <p>it doesn't add anything to it its just table and chairs</p> <p>is not in a comfy environment at all the has a cosy inviting feel it's just a horrible</p> <p>they could make it so much nicer they really could.</p> <p>just some coaches, different tables.</p> <p>If you had me by the windows some sofas and seats a comfy area so you feel lik</p> <p>somewhere nice to sit.</p> <p>I think you'll be losing out by not adding these extras, like adding comfy sofas, n</p> <p>A lot more people would stay around uni I reckon there's a lot of people will pro</p> <p>break, where as if they had the seating and the comfy sitting they would probab</p> <p>It would be nice if they had a coffeeshop like the engineering forum. If they cou</p> <p>I suppose I would quite like to see a coffee shop/library.</p> <p>yes I remember I went to the University of Liverpool open day and had a lovely l</p> <p>coffee and read a book.</p> <p>I am repeating myself all the time here but I think that is a big point as I know ps</p> <p>there could be better seating I think.</p> <p>yeah I think they could have some tables and sofas and comfy chairs.</p> <p>I reckon though from a business point view. If there was more comfort I think pe</p> <p>wouldn't even consider sitting in the JCR. I would go into town and go to a coffe</p> <p>stay here I'd save 20 minutes walking times.</p> <p>it just needs redoing it needs a whole renovation.</p>

	<p>They should have bean bags in a massive ball pit.</p> <p>I think the design of the coffee shop itself so it looks more like a shop. Liked on t coffee shop.</p> <p>When I think Starbucks I think the floor is also wooden and there walls so yer, I v</p>
Coffee & drinks	<p>if it's supposed to be a coffee shop then it needs good coffee.</p> <p>more coffee options</p> <p>there is loads of tea now but they do need more coffee.</p> <p>I think it needs more options drink wise</p> <p>You know maybe have a couple more drinks.</p>
Price	<p>I think people would be prepared to pay that that little bit more you know I pay might pay £1.70, £1.80 if your getting that extra experience almost.</p> <p>A coffee shop is a place to relax, you don't want that much brightness in a coffee</p> <p>Yes probably makes me more regular, I want my tenth one free so. And you feel and is not necessarily a business thing it's more for award as we've said, it's a th</p>
Service	<p>Somewhere more appealing with a more mand service more of a cafe or coffee</p> <p>Kind of what you do see in Starbucks and Costa, that sort of services</p> <p>I think again coming back down to the business model if they had more facilities be a positive circle. Then they would intern be able to serve more customers.</p> <p>I think definitely one more staff one more member of staff.</p> <p>nicer people working there</p> <p>yeah more cheerful people</p> <p>Give mugs as opposed to cups.</p> <p>like when you go to Starbucks you can have caramel put in your coffee, you can Trev you just don't get that.</p> <p>I think they should have a loyalty cards</p>
Food	<p>I think it needs more options food wise</p> <p>better range of food quality of food</p> <p>well sandwiches okay I'm not really expecting much I suppose for the price they maybe they could do with having some healthier things in there as well.</p> <p>yes but I mean like savoury foods sandwiches aren't that healthy they could do v</p> <p>everything is in wrappers as well all of the bakery things. no of it is that fresh.</p> <p>yes sweets and things are crap I mean they have muffins and cupcakes but noth</p> <p>yes get some freshest things</p> <p>I suppose it would be nice to get a Panini or something</p> <p>they should have a better range as well.</p> <p>I think they did have maybe like I mentioned earlier with Costa's or Starbucks th</p> <p>coffee shop I think they should to have a selection of other foods available and r</p> <p>and be able to sit somewhere nice and eat that.</p>
Times	<p>longer opening hours because it doesn't seem to be open at all except lunch.</p> <p>Yer I know the cafe downstairs is open from nine till four, 430. I definitely think</p> <p>I mean not everyone has it but I know people have lectures until five 6:30 and y</p> <p>after six you'd probably go home but having the coffee shop is an important fac</p> <p>But if you have a lecture from 5 to 6 and you've got a break from 4 until 5 the fa</p> <p>All coffee shops should be open nine till five, because that's the times students r</p> <p>If students have lectures until six at least stay open until a convenient time for tl</p> <p>want a caffeine boost.</p>

Opening	<p>So to have maybe okay that's open from five onwards at the coffee shop should be a standard day and I can see how that would be hard for the university staff. It should be open for the majority of time students are there, most people tend to stay longer.</p> <p>maybe one thing, maybe opening hours if you've ever come out of some 5 o'clock. So if I need a pick me up after that I normally go to Starbucks.</p> <p>even extra quarter of an hour in that sense would make all the difference, because But between 5 and 1/4 past as everyone is walking out that would probably make it out of their way to open that extra quarter and our.</p>
Vending machines	<p>Even if they provide coffee vending machines they're not as good they've installed giving students the time to use them</p> <p>and if you think especially around revision times if you're in here all night then yes Have you been to the top floor of the union and there is that Costa express machine</p>

## rice provided by the coffee shop?

or something, I guess they probably don't because the university runs it but if you got Costa

r about the noise.  
ant to jukebox.

odern.

hings would be quite nice obviously a TV

ronment as we've been saying.  
icks and Costa, that sort of environment  
er.  
Wi-Fi coverage in the University.

room. It doesn't particularly invite sitting down having a chat.

e if you get a coffee, okay some people get their coffees to go up to the lectures you have

ice tables it wouldn't cost that much and would probably have really good benefits.  
bably go out of university to go to Starbucks for a coffee for an hour if you have an hour  
ly staying uni.  
ild combine the engineering forum with the coffee shop that would be Puker.

library a bit like this one. And in a the corner they had a coffee shop it was just nice I have a

psychologically with me I need an environmental change in order to relax

people would spend more time in there and spend more money if I have a two hour break I  
e shop but if I had that sort of facility at my fingertips literally downstairs then of course I'd

the walls I'd like to see more woody things on the walls. Make me feel more like i am in a  
would like that.

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£1.50 for a coffee or whatever. (If it was more like starbucks)

e shop

I I've got something for free and then you do it again. (Loyalty cards)

ank you for coming to us every day, heres a free coffee every fortnight.

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shop as opposed to a shop.

; more services did end up making more money so they can afford more staff and then it just

have it in a big china mug if you're sitting in you can have it in a nice thing to go away. In

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could be better.

with salad something.

ings fresh.

ey have pastries they have cakes and stuff like that I think if they want to market it more as a  
more for an afternoon tea brunch styled feel some people like to have a pastry and a coffee

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those times should be extended until five, 5:30.

ou just want something opening to the five because okay you probably wouldn't do anything  
tor

ict that it closes on you isn't really that convenient.

are in.

hem. Especially towards the end of the day that when people get tired and they're going to

be open from nine until five.

ing hours.

to do nine till five even if you're not in uni they'll stay there so I think it should be open

ck lecture you'll notice that they are already rolling down the shutters and they are leging in

use of some finishes there lecture a five you're unlikely to get someone to go in there at 5:30.

ke such a difference to students but not probably to staff it's not like they have to go miles

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ed these new coffee machine is because they meant to be better but the coffee shops aren't

rou're going to need a cup of coffee. Is there a coffee machine somewhere?

hine that things not bad actually.

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Total number of posative sentiments	Total number of negative sentament	Total number of nutral sentiment
27	41	17