

SEATTLE RESTAURANT WORKERS SURVEY



Survey Methodology and Fact Sheet

- Purpose of the study: Collect satisfaction ratings and open-ended feedback about restaurant work and the work environment; identify general attitudes and beliefs held by restaurant workers about the restaurant industry; gather feedback on current scheduling notification practices, potential changes to scheduling and how changes ought to be implemented; assess opportunities for employers to address the priorities of restaurant workers.
- Employees could access the 11-minute survey online (including their phones), and paper copies and some in-person surveys were collected to expand access.
- The survey was anonymous. Employees were not asked to provide their name or email as part of this research. The survey did collect some demographic information about restaurant workers in general (such as age and gender) but none of the answers provided were linked to an individual.
- Participants could start and finish the survey online at their convenience.
- Only one survey per computer station was accepted.
- Employers will not see any individual results from employees at any restaurant.
- The survey link was open from the end of May to June 30, 2016.
- The survey was available in English and Spanish, and other languages as requested.
- Overall, more than 700 workers clicked on the survey and 457 completed it.
- No restaurant owners or managers participated in the survey and everyone confirmed they were currently working in a restaurant in Seattle.

- Just more than one-third of surveys were taken by quick service/fast food workers and two-thirds were taken by full-service workers.
- For more information, contact Jillian Henze, local communications manager, at 360-956-7279 ext. 124.