What makes the hedonic experience of a meal in a top restaurant special and retrievable in the long term? Mealrelated, social and personality factors.

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Abstract

Knowing what makes a top gastronomy experience unique and retrievable in the long term is of interest for scientific and economic reasons. Recent attempts to isolate predictors of the hedonic evaluation of food have afforded several factors, such as individual and social attributes, or liking/disliking profiles. However, in these studies relevant variables have been examined in isolation without an integrative perspective. Here we investigated 80 guests enjoying a 23-course meal in a top gastronomy restaurant, in groups of four. Our main question concerned the factors driving the overall evaluation of the meal at its conclusion and after three months. To this aim we administered the Big Five Personality Inventory before the meal, dish-by-dish hedonic ratings, and a multi-dimensional Meal Experience Questionnaire (MEQ) at the end of the meal. Hedonic evaluations of the meal were collected immediately after the meal and three months later. Better immediate overall evaluations were predicted by both the number of peaks in dish-by-dish ratings and by positive ratings of the final dish. Both factors and the number of troughs were also critical for the long-term evaluation after three months. The MEQ dimensions overall interest, valence and distraction predicted immediate evaluations, while the long-term evaluations were determined by interest and high scores on the personality traits agreeableness and conscientiousness. High consistency of the hedonic ratings within quartets indicated the relevance of commensality for the meal experience. The present findings highlight the simultaneous relevance of food- and personality-related factors and commensality for a top gastronomy meal experience in the short and long-run. The uncovered relationships are of theoretical interest and for those involved in designing meals for consumers in various settings.

Keywords: Top gastronomy, Hedonic assessment, Affective memory, Social interactions, Individual differences, Peak-End profiles.

Introduction

Top gastronomy aims to create unique experiences by providing delicious and/or unusual dishes together with special environments. Technological and conceptual innovation has led to the creation of astonishing meals with fascinating and often delightful textures and flavours (e.g., Barham, P., Skibsted, L.H., Bredie, W.L., Frøst, M.B., Møller, P., Risbo, J., Snitkjaer, P., Mortensen, L.M., 2010; Myhrvold, Young & Bilet, 2011; Vega, Ubbink, & van der Linden, 2012). Modern cuisine tries to captivate diners' and critics' increasingly demanding tastes. In the best case, the creator-consumer dyad maximizes both innovation and satisfaction. Top gastronomy is gaining momentum, particularly in tourism and entertainment, if it provides an intrinsic primary benefit or fundamental utility by eliciting strong hedonic responses, such as pleasure and joy (Carroll & Ahuvia, 2006; Hirschman & Holbrook, 1982; Kahneman & Tversky, 1984).

Understanding the determinants of gastronomic experiences is of interest for both commercial and scientific reasons. Knowledge about the factors contributing to customer satisfaction in restaurants may enable chefs to create more attractive meals and restaurant conditions. For science, top gastronomy is an excellent study case to unravel cognitive and emotional aspects of experience and behaviour in outstanding situations, potentially going far beyond gastronomy, providing valuable guidelines for the design also of other experiences (Benz, 2014). Knowledge from both science and economics can be useful to evaluate and improve overall satisfaction in many situations (Fredrickson, 2000). Top gastronomy often pleases and sometimes even amazes the diner with exciting, stimulating, and enjoyable experiences, engaging sensory, cognitive and affective systems, motivating pleasure-oriented behaviours (Alba & Williams, 2013). One should therefore expect that the experience of meals depends on multiple factors, such as the personality of the diner, social interactions during the meal, autobiographical memories, perceptions of food, and the environment (for early and principled treatments see Holbrook & Hirschman, 1982; Klinger, 1971; for a recent review see Spence and Piqueras-Fiszman, 2014).

However, as discussed below, many of these aspects remain to be investigated, a task that is challenging because of the problems of controlling and measuring multiple factors in realistic contexts. Hence, the present study aimed at identifying several under-studied but potentially important determinants of the overall hedonic experience of a meal in a top restaurant, by taking into account: a) *food-related cognitive* and *affective* variables, b) *individual differences* in personality, and c) *commensality* or *grouping effects* during the mealtime. We focussed on these factors because previous research has left many open questions about their contributions to the meal experience (see below). This is of course not to say that other factors such as the atmosphere of the restaurants, the interactions with the staff, etc., are irrelevant. However, such factors have partially been studied before (for review see Spence & Figueras-Fiszman, 2014), or do not lend themselves easily to empirical investigation in a setting as the one employed here because of low levels of variability (e.g. influence of atmosphere in one single restaurant).

Food-related factors of cognitive and affective experience

One of the most salient goals of modern gastronomy is to provide a wide range of multisensory experiences (Agapito, Mendes, & Valle, 2013; Alba & Williams, 2013; Holbrook & Hirschman, 1982; Spence & Piqueras-Fiszman, 2014). Several sensory modalities contribute simultaneously to the meal's global experience. Therefore, food-related sensory complexity is of particular interest (Mak, Lumbers, Eves, & Chang, 2013; Schacht, Łuczak, Pinkpank, Vilgis, & Sommer, 2016), including taste and smell (combining as flavours), the visual appearance of the food, the sounds produced by chewing and somatosensation of texture and temperature. Such multisensory experiences may elicit strong subjective interest, satisfaction and engagement (Cardello, 1997; Cardello et al., 2000; Giese & Cote, 2000; Sørensen, Møller, Flint, Martens, & Raben, 2003). Some of these experiences tend to be more pleasurable than others (e.g. sweet vs. bitter tastes), but strongly depend on the individual preferences and other factors (Alba & Williams, 2013; Logue, 2015). Rich contrasts in mouthfeel, based on textures, flavour or temperature, induce deep sensations eliciting curiosity and surprise (Biggs, Juravle, & Spence, 2016; Slocombe, Carmichael, & Simner, 2015; Spence, 2016).

Multisensory factors may interplay with collative-motivational properties, like novelty, uncertainty, aesthetic experience, and arousal (Berlyne, 1971), motivating the diner to evaluate the current experience relative to past experiences. This might result in exploratory behaviour related to the meal (Berlyne, 1960; Howard & Sheth, 1969). Thus, Berlyne suggested that rewarding stimuli induce some degree of arousal, which may bias attention towards these stimuli (Berlyne, 1967), potentially triggering strong hedonic responses (Levy, 1981; Belasco, 2008). Moreover, expected rewards, compared to previously experienced reward, may also be an important source of attentional bias (Pool, Brosch, Delplanque, & Sander, 2016). Hence, the attention to the food may influence how it is judged (Higgs, 2015). Further, episodic memories of specific meal experiences affect food choices and decisions about how much and when to eat (Higgs, 2016). Certainly, both food-related motivation (e.g., expectancies about the novelty of the menu, cooking innovation, etc.) and perceptual factors (textures, flavours, tastiness, etc.) are biasing the diner's attention, not only in the immediate and long-term assignment of hedonic value (Kumar, Higgs, Rutters, & Humphreys, 2016) but also in making follow-up decisions, for example, about revisiting or recommending the restaurant to others.

For measuring the subjective experience of meals, several questionnaires have been developed. Thus, the Mindful Eating Questionnaire (Framson, Kristal, Schenk, Littman, Zeliadt, & Benitez, 2009) measures the degree of awareness and distraction during the meal. The questionnaire of Hartwell, Shepherd, Edwards, & Johns (2016), focused on the sensory components of the meal experience (food quality, taste of food, temperature, etc.). More recently, some of the present authors developed the *Meal Experience Questionnaire* (MEQ) (Sommer, Fliedner, Schacht, & Hildebrandt, *in prep.*) to measure the meal experience on several dimensions. The MEQ has five scales: (1) *Distraction*, the degree of attention towards or distraction from the food, (2) *Interest*, describing how boring vs. interesting the food was, (3) *Subjective well-being*, measuring mood from negative to positive, (4) *Valence*, that is, the degree to which the food was pleasing, and (5) *Sensory Experience*, measuring sensory quality from poor to good. For details of the MEQ please see below.

Questionnaires are suitable to evaluate the meal experience at a single time point, primarily after the meal. In addition, multiple moment-to-moment hedonic judgments during a meal can track the course of experience over time concerning valence (good or bad) and intensity (mild to extreme) (e.g., Robinson, Blissett, & Higgs, 2011; 2012; Garbinsky, Morewedge, & Shiv, 2014). Most notably, the Temporal Dominance of Sensations (TDS), reviewed by Schlich (2017), is a framework dynamically tracking sensation or liking of a portion of food or drink over time. Similar to other types of experiences, it has also been shown for meals that some moments contribute more to the global hedonic judgment than others, especially when re-elaborated or consolidated in memory (Robinson et al., 2011). As an example, the dessert has been reported to be the best predictor for the wish to repeat a meal (Garbinsky et al., 2014). It seems that the most important factor accounting for long-term evaluation of an experience is not the ongoing experience during the meal, but the remembered experience (Kahneman, 2000). This remembered experience is a function of both the evaluation subsequent to the experience and the pattern of evaluations at different moments along the experience. This idea was originally evinced and modelled by Fredrickson and Kahneman (1993) in the so-called *peak-and-end rule*, that is, retrospective evaluations of an experience depend on the moments evaluated extremely (peaks) and the final moment or end state (see also, Fredrickson, 2000; Kahneman, 2000). According to the peak-andend rule, these hedonic values of different moments during the experience define the total utility (global evaluation) of an experience. Weighing decisions in terms of total utility have been investigated in a number of domains like food choice or pain assessment (Cohen & Babey, 2012; Kahneman, 2000).

Individual Differences and Personality Traits in hedonic experiences

Clearly, there are individual differences in the evaluation of hedonic experiences. Different cultural backgrounds, traditions, personal attitudes and personality traits may engage people to appraise such experiences in different ways at many different levels. Previous food experiences may elicit a "sixth sense" beyond the given food sensations, enabling the appreciation of irony, provocation, or

misleading perceptions (Adriá & Bielskyte, 2012), which may influence hedonic ratings, depending on the biography of the individual.

From a more nomothetic view, personality influences the appraisal of experience and, eventually, hedonic evaluation. In this line, Chang, Kivela, & Mak (2010) and Mak, Lumbers, Eves, & Chang (2012) showed that food preferences and consumption motivation largely depend on food-consumption relevant personality traits, like variety-seeking and neophilia-neophobia (Aluja, Garcia, & Garcia, 2003; van Trijp & van Kleef, 2008). Other psychometric tests have been developed to measure individual features like negative affect, social acceptance, restrained eating, and their impact on eating behaviour (Glynn & Ruderman, 1986; van Strien, Frijters, Bergers, & Defares, 1986; Tangney, Baumeister, & Boone, 2004).

One of the most influential theories of personality is the Big Five model (Gosling, Rentfrow, & Swann, 2003; John & Srivastava, 1999; John, Naumann, & Soto, 2008), proposing five broad personality traits: *Extraversion* is associated with sociability, dominance, ambitiousness, and assertiveness. *Agreeableness* relates to being cooperative, caring, and likeable. *Conscientiousness* is associated with persistence, dependability, and being organised. *Neuroticism* relates to instability, stress proneness, personal insecurity, and depression. Finally, *openness* (to experience) is associated with being intellectual, imaginative, and non-conforming. Despite the conceivable relationship between personality traits like openness, neuroticism, or agreeableness with the experience of an episode like a special meal, there are, to our knowledge, no reports about the relationships between the Big Five personality traits and global hedonic judgements in gastronomy and/or meal situations. Personality in food science has been studied mainly under the aspect of health with respect to food choice and eating behaviour (e.g., Keller & Siegrist, 2015; Mõttus, Realo, Allik, Deary, Esko, & Metspalu, 2012; Tiainen, Mannisto, Lahti, Blomstedt, Lahti, Perala, et al., 2013).

Commensality

Although many meals, especially breakfast or lunch, are taken alone, many others (most frequently dinners; Sobal & Nelson, 2003) are commensual, that is, take place in social context. Eating together with others is a basic element of human social life (Flammang, 2009; Rozin, 2005; Simmel, 1997/1910). Also, gastronomic meals are in most cases coupled with social interactions, from choosing a restaurant according to conformity, for example, rankings in gourmet guides or social media, to sharing a meal with colleagues, family, or friends. Commensual meals are claimed to be tastier (Jones, 2007) and they are experienced as more relaxing than solitary meals and loosen cognitive control (Sommer, Stürmer, Shmuilovich, Martín-Loeches, & Schacht, 2013). The special significance of social meals is also reflected in the fact that sharing a meal with an opposite-sex person can trigger more jealousy from one's partner than having a coffee with that person (Kniffin & Wansink, 2012).

One could, therefore, assume that social interactions during a meal bias the hedonic assessments of the meal. On the one hand, verbal and nonverbal communication between diners or with the staff may distract from or even disrupt experiences, precluding in-depth perception of the food. On the other hand, there are some indications that social factors like behavioural conformity (Jones & Pittman, 1982) affect the hedonic experience. Social contagion as implicit social influence or social facilitation of sharing thoughts, ideas or memories about the meal between the diners, also seem to be relevant (Barsade, 2002; Cannon-Bowers & Salas, 2001). In fact, people dining together are likely to exchange opinions, evaluations, and facial expressions like joy, surprise, or disgust – about the food, which can influence and synchronize the appraisal of the meal (Barthomeuf, Rousset, & Droit-Volet, 2009). Therefore, eating in company may amplify the hedonic aspects of the experience (Boothby, Clark, & Bargh, 2014; Vad Andersen & Hyldig, 2015). Furthermore, positive (and negative) feedback from co-eaters about certain dishes increases (or decreases) liking judgements and positive (or negative) attitudes towards that food (Stok, Verkooijen, de Ridder, de Wit, & de Vet, 2014; Robinson et al., 2012), as well as its subjective evaluation (Nook & Zaki, 2015). A convenient measure of the effects of social interaction in a meal experience is the intraclass correlation coefficient (ICC), guantifying the homogeneity of

meal experience measures within groups (e.g., diners sharing the same meal), in contrasted to evaluations across groups.

The present study

In everyday situations, an experience is most often a consequence of the joint contribution of several factors. The contributions of multiple factors are probably especially relevant in gastronomy. As a minimum, how much a diner enjoys a meal should depend on her or his openness to new experiences, the type and quality of food served in a particular order, the friendliness of the staff, and one's company. So far gastronomic science has rarely studied such factors concurrently and in realistic environments (but see Giboreau, 2017; Hartwell et al., 2016; Mielby & Frøst, 2010).

In the present study, we investigated a multi-course meal in a top-gastronomy restaurant, simultaneously considering several factors deemed to be relevant for the gastronomic experience (*hedonic experience*), in twenty quartets of diners having a meal together. Evaluations of the overall meal experience were taken a) immediately after the meal, and b) three months later (long-term memory). Participants also completed a set of questionnaires, before, during and immediately after the meal. Applying a multilevel modelling approach, we were interested in how each of the following factors affects the evaluations of the meal, both immediately after the meal and three months later: 1) moment-to-moment hedonic evaluations of each individual course of the meal, analysed according to principles of utility; 2) the decomposition of the immediate experience into various dimensions as measured by the MEQ; 3) personality traits of the diners. Finally, we considered 4) the cohesiveness of evaluations within and between quartets, in order to assess the contribution of commensality on the hedonic experience.

Methods

Participants

Participants were 20 quartets, each consisting of two women and two men, who knew each other, and had made an online reservation for a dinner for four. No attempt was made to systematically assess the nature of the relationship between the members of a quartet.

Importantly, at the time they made the reservation they did not know about our study. Mean ages of the 40 men and 40 women were 46.0 ± 8.4 and 44.5 ± 9.1 years, respectively, ranging from 20 to 60 years. A majority of the participants (63.8%) had eaten at high-end restaurants more than three times before and may therefore be considered as typical customers of such restaurants.

There were no dietary restrictions of the participants at the time of the study. Two of them had nutritional incompatibilities to garlic and cheese. In their case, the menu was slightly modified substituting those ingredients without altering the main concept of the dish. Participants came from Australia (*N*=6), El Salvador (*N*=4), Great Britain (*N*=6), North America (*N*=12), Philippines (*N*=8), Portugal (*N*=4), Spain (*N*=34), Sweden (*N*=4), and Switzerland (*N*=2). All participants spoke English or Spanish well enough to understand the questionnaires and to communicate with the experimenter. As compensation for participation, the 23-course dinners (regular price: 180 Euro, excluding drinks) were offered at half-price (drinks were priced regularly). After being informed about the requisites and terms of the study, participants signed informed consent. The study was performed in accordance with the Declaration of Helsinki and approved by the ethics committee of the Universidad Complutense de Madrid (UCM).

Location and Materials

The study took place in the restaurant *Mugaritz* (Errentería, Spain), awarded with two Michelin stars and rated amongst the Top Ten restaurants (according to <u>http://www.theworlds50best.com/list/1-50-winners</u>), located in a quiet rural environment; the spacious guest room holds 16 round tables for 4 to 12 guests. The four participants of a given quartet were seated at a table for four, located next to the other tables, such that the general atmosphere for our participants was the same as for the other guests. The only difference during the meal itself consisted in short questions to be answered by our participants via their smart phones, and in the presence of four web cams located in the middle of the table and each directed at one of the guests. The webcams did not obstruct visual contact between the participants. Known to them, no conversations were recorded.

The same 23-course meal (see Appendix A2) was served to all participants, organized in three sections: starters, main dishes, and desserts. For the four guests in a given quartet, each

dish was served nearly simultaneously by several waiters. Figure 1 shows one example of each section.



Figure 1. Some examples of the 23 dishes used in the study. *Left:* Hand dish - *'Live cannellone'*, *Middle:* Main dish - *'…decadentia…'* (smoked eel and natural flowers), *Right:* Dessert - *'An almost impossible bite: sugary porra'*.

The guests completed the following questionnaires and rating tasks before, during, and after their restaurant visit.

A) Personality questionnaire. One to two weeks before coming to the restaurant the Big Five Inventory (BFI; Benet-Martínez & John, 1998; John & Srivastava, 1999) was completed in electronic form, consisting of 44 items to be answered on 5-point scales, measuring the personality traits Extraversion, Conscientiousness, Neuroticism, Agreeableness, and Openness.

Demographic data (gender, age) were also collected at this time.

B) Questions and questionnaire during and after the meal. Via an online platform installed at the participant's mobile phones questions were posed that were to be answered on Likert scales ranging from 1 to 10:

(1) *Moment-to-moment hedonic ratings* after each dish (from "I very much dislike it" to "I very much like it").

(2) *Immediate hedonic ratings* about the whole meal (from "very bad" to "very good") were obtained directly after the meal.

(3) *Long-term hedonic ratings* about the whole meal (from "very bad" to "very good") were collected online three months after the meal.

The *Meal Experience Questionnaire* (MEQ, Sommer et al., *in prep*.) was completed after the meal, following the immediate hedonic ratings. The MEQ is currently been developed and

evaluated for its psychometric quality in a larger sample of *N* = 293 persons in total, who completed the questionnaire in different meal taking context (everyday canteens and high-end restaurants). Based on these not yet published data the Omega coefficient introduced by McDonald (1999) was estimated as a measure of construct reliability. The MEQ consists of five scales that all showed very good reliability estimates: *Distraction* (ω = .84), *Interest* (ω = .86), *Subjective well-being* (ω = .85), *Valence* (ω = .91), and *Sensory Experience* (ω = .86). Each scale consists of four to five items (see Appendix A1), and each item has to be answered on 6-point Likert scales from 1 (completely disagree) to 6 (completely agree). The final items that were also used in the present study were selected in a rigorous stepwise process of test construction and evaluation including psychometric analyses with confirmatory factor analyses models (Sommer et al, *in prep*.). The MEQ was also implemented on the platform for the smartphones.

Procedure

Table 1 gives an overview of the main phases of the study, including all tasks and questionnaires. In brief, before travelling to the restaurant (Phase I) participants gave their informed consent, provided demographic data and completed the BFI. In the restaurant, at arrival before the meal, the participants of a given guartet were welcomed by the staff, and the experimenter explained the overall procedure. During Phase II, all participants consumed the 23course meal, according to the standard procedure of the restaurant in that season (e.g., menu, waiter or sommelier explanations, visit to the kitchen, etc.). Depending on the dish, different kinds of alcoholic drinks were offered, for instance, white, red, and sweet wines, homemade beers, and cavas, although not all diners chose to drink alcohol. Each dish was rated about its hedonic value (moment-to-moment hedonic rating) on the smartphone directly after its consumption. Immediately after finishing the whole meal (Phase III), the participants answered the questions about their total meal experience (immediate overall hedonic rating) and completed the MEQ. Before leaving the restaurant, the blood alcohol concentration (BAC) in breath was estimated using a standard alcoholmeter. Phase III lasted around three hours. During Phase IV, three months after the restaurant visit, participants were contacted again via an online platform on their smartphones and were asked to retrospectively rate their hedonic meal experience (long-term overall hedonic rating).

Table 1. Question	naires adminis	tered in the	four phases	of the	study
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	Phase I At home, days	Ir	Phase II the restaurant,	I	Phase III n the restaurant,	At	Phase IV home, 3 months
	before the meal	C	luring the meal		after the meal		later
4	Demographic data	4	Hedonic (liking) ratings for each of 23 dishes	4	Immediate overall hedonic rating	4	Long-term overall hedonic rating
4	Big Five Inventory			4	Meal Experience Questionnaire		5
4	Informed consent			4	Blood alcohol concentration measurement		

Data analysis

 The data collected in this study were structured hierarchically, with quartets as higher-level units and participants as lower units (for a detailed description on hierarchical regression analysis, see Hedeker, 2003; Woltman, Feldstain, MacKay, & Rocchi, 2012). We expected that participants from a given group would be more similar than participants from different groups. Given these data conditions, we used multilevel regression analysis to estimate to what extent the global hedonic ratings can be predicted by the variables of interest – that is, moment-to-moment hedonic ratings, MEQ scores, and personality trait scores – while accounting for grouping effects in quartets immediately after the meal and three months later (Phase III and IV). We also calculated the intraclass correlation coefficient (ICC), indicating the variance of the dependent variables (global hedonic ratings) between and within quartets as an additional estimate of grouping effects. Furthermore, we tested mean differences in global hedonic ratings between Phase III and IV by means of analysis of variance (ANOVA).

Concerning the multilevel model, we tested the relationships and the magnitude effect (based on the regression coefficients) between predictive variables of interest and the outcome variable (hedonic ratings) at Phases III and IV. Because predictors were measured in all participants, their average effects across all entities within the quartets can be estimated. These effects are referred to as *fixed effects*. Further, as the outcome variable was collected at two-time

points during the study, these were coded by a dummy variable Phase (Immediate vs. Long-term, corresponding to Phases III and IV, respectively). Thus, we analysed the effects of each predictor variable for each phase separately. However, we were not interested in the differential effects of the phase on the predictors' influence on global hedonic ratings. Therefore, we fitted zero-intercept models aiming to estimate two slopes for each predictor. The slopes indicate the relationship between the outcomes (global hedonic ratings) collected at each phase (Immediate and Long-term) and the predictors included in the model. Because the estimates of each phase are characteristics of each guartet and can vary randomly across guartets, they are referred to as random effects. The multilevel model was applied separately for the explanatory variables of interest, to address different research questions: a) To assess the extent to which guartets differ from each other on average in their immediate and long-term global hedonic ratings, we modelled the baseline or empty model (no predictors). Based on the estimates provided by this model we then calculated the Intraclass Correlation Coefficient (ICC) indicating the amount of variance in global hedonic ratings between the guartets as compared with the total variance (within and between guartets).

 b) To test whether global hedonic ratings can be explained by moment-to-moment hedonic ratings of the individual courses according to the peak-and-end rule (Fredrickson & Kahneman, 1993), we used the number of peaks and troughs across the moment-to-moment ratings and the end state value as predictive variables of hedonic ratings. Figure 2 displays two examples of moment-to-moment profiles in two quartets. The left panel depicts a quartet with similar ratings, whilst the quartet on the right depicts divergent ratings. From such profiles, we extracted the following predictor variables: a) *Number of peaks* (defined as the number of times a diner rated with his/her maximal liking value across the meal); b) *Number of troughs* (defined as the number of times a diner rated with his/her minimum liking value); c) End peak (dichotomous, yes/no = 1/0; defined as the presence of a maximal liking value for the last dish). Moreover, d) *Peak Total Utility* (Up), and e) *Trough Total Utility* (Ut) were also computed, as follows:

Up = (Mean number of peaks + End peak)/2

Ut = (Mean number of troughs + End peak)/2

- c) In order to determine, which aspect of the meal experience dimension is predictive of shortand long-term hedonic evaluation, we assessed the relationship between scores on the scales of the MEQ (*Distraction, Interest, Subjective well-being, Valence*, and *Sensory experience*) and the immediate and long-term global hedonic ratings.
 - d) To examine whether particular personality dimensions explain immediate and long-term global hedonic ratings, we tested the relationship between these ratings and individual scores on the Big Five personality dimensions: *Openness, Conscientiousness, Extraversion, Agreeableness,* and *Neuroticism*.

For all models, maximum likelihood estimation was used. The models were computed separately for the above-mentioned blocks of predictors to maintain statistical power, given the sample size of 80 persons nested into 20 quartets.



Figure 2. Examples of peak-trough-end profiles in two quartets, showing different distributions of peaks (individual maximal liking values) and troughs (individual minimal liking values). The end value corresponds to the liking/disliking rating of the last dish (#23). 'Part.1' to 'Part.4' refer to individual participants within a quartet.

Results

First, we describe results corresponding to multilevel regression analyses (a-d), followed by the ANOVA testing the differences in global hedonic ratings (e). Finally, the relationships between blood alcohol level and global hedonic ratings will be shown (f). Figure 3 summarizes the significant relationships obtained in the multilevel regression analyses.



Figure 3. Contributions (regression coefficients) of main factors on the global hedonic assessment at two different stages of the study. Only the significant regression results (b values) are shown (p < .05, p < .01, p < .001). The multilevel model was applied separately for different predictor blocks represented by colours in the figure (black: moment-by-moment ratings; dark green: MEQ; blue: Big Five personality inventory.

(a) Average hedonic evaluations within and between quartets across the meal experience

A baseline model without predictors explored the relative effect of between- and withinsubject source variance on the hedonic ratings (Table 2). The extent to which quartets differ in their global hedonic ratings in each phase is reflected in the ICC: 0.62 and 0.74 for immediate and longterm ratings, respectively. Immediately after the meal, the variance between quartets was larger than within quartets and this difference increased in the long-term. Hence, the degree of similarity of ratings within quartets increased over time.

Table 2. Main results of the baseline model, showing the bias in the inter-subject dependency in hedonic ratings.

Phase	Source	b (SD)	p-level	ICC
Immediate	Quartet	2 (.75)	<.01	.62
	Subject	1.22 (.22)	<.0001	_
Long-term	Quartet	4.7 (1.7)	=.005	.74

Subject 1.7 (.31)	<.0001	
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(b) Relationships between moment-to-moment hedonic ratings and global hedonic ratings Figure 4 shows the mean hedonic ratings to each dish, range of data and the SDs/SEs across participants. In Supplementary material related to this article, a box plot depicts further statistical information across dishes. Mean number of peaks and troughs during the meal were 5.7 (Range = 1 to 19, SD = 4) and 1.9 (Range = 1 to 7, SD = 1.2), respectively. Mean Up and Ut were 9.2 (Range 7.5 to 10, SD = 0.8) and 5.9 (Range= 3 to 8.5, SD = 1.5), respectively. The number of peaks during the meal was positively related to the immediate hedonic ratings (b = 0.1; p < .05; b indicating the non-standardized regression weight) as was the rating of the final dish (end state) (b = 0.6; p < .05). With each additional scale point in the number of peaks across the meal course, the global hedonic ratings after the meal increase by 0.1 scale points. A relative increment in the number of peaks for the final dish yields an increment of 0.6 scale points. Moreover, increasing the number of peaks and the rating of the final dish were also positively related with long-term hedonic ratings (b = 0.1; p < .05, b = 0.7; p < .05, respectively). Conversely, increasing the number of troughs during the course of the meal decreased the long-term hedonic ratings (b = -0.33; p < -0.33.0001). The Up index was positively related to both immediate and long-term ratings (b = 0.2; p < 0.2.01; b = 0.2; p < .01, respectively).



Figure 4. Box plot showing min-max values, medians, 25%-75% quartiles, and outliers, corresponding to the liking/disliking ratings across the 23 dishes.

(c) Relationships between MEQ scores and global hedonic ratings

The range of the MEQ scales scores were: Distraction: Range = -1.9 to 0.3; SD = 0.62 (around a mean of -0.91); Interest: Range = -0.9 to 1.9; SD = 0.69 (around a mean of 0.94); Subjective Well-being: Range = -1.1 to 1.9; SD = 0.76 (around a mean of 0.87); Valence: Range = -1.7 to 1.6; SD = 0.92 (around a mean of 0.59); Sensory Experience: Range = -1.8 to 1.5; SD = 0.88 (around a mean of 0.48). Thus, these variables show considerable variance and can be considered as predictors of immediate and long-term hedonic ratings. Distraction while eating was negatively related with immediate hedonic ratings (b = -0.1, p < .05). Interest in the meal was positively related with immediate hedonic ratings (b = 0.1, p < .05) and with long-term hedonic ratings (b = 0.2, p < .001). Valence was positively related to immediate hedonic ratings (b = 0.2, p< .005). Interest explained hedonic ratings at both phases similarly, that is, hedonic for each additional scale point for interest ratings increased by 0.1 and 0.2, respectively. In contrast, Valence of the meal was positively predicting hedonic ratings only immediately after the meal. Distraction had a negative impact on the overall hedonic ratings after the meal. The scales subjective well-being and sensory experience did not predict predictors of overall hedonic ratings. Accordingly, both immediate and long-term hedonic ratings seem to be mainly related to interest in the meal, whilst distraction and valence influenced hedonic evaluation only immediately after the meal but not in the long term.

(d) Relationships between personality traits and global hedonic ratings

Mean scores (and standard deviation) of personality traits were: Openness: 3.69 (Range = 2.3 to 4.9; SD=0.52), Conscientiousness: 3.95 (Range = 2.5 to 5; SD=0.57), Extraversion: 3.46 (Range = 2 to 5; SD=0.67), Agreeableness: 3.81 (Range = 2.2 to 5; SD=0.45) and Neuroticism: 2.4 (Range = 1 to 4.4; SD=0.69). Considering personality traits, they did not show any relationship to the immediate global hedonic rating. However, *agreeableness* was positively related to long-term hedonic ratings (b = 0.7, p < .05), that is, the more agreeable the participants, the higher were their hedonic ratings in the long term. In contrast, *conscientiousness* was negatively related to long-term

hedonic ratings (b = -0.6, p < .05), meaning that conscientious participants remember the meal experience as less positive. The remaining traits (openness, extraversion and neuroticism) did not show any relationship with the global hedonic ratings.

(e) Global hedonic ratings and differences as a function of phase

The left panel of Figure 5 depicts immediate and long-term global hedonic ratings. Mean hedonic ratings immediately after the meal were fairly high (Range = 2 to 10, M = 8.4, SD = 1.78) and slightly decreased after three months (Range = 1 to 10, M = 7.2, SD = 2.49). We did not find a statistical difference in hedonic ratings between Spanish and English participants, neither at immediate (t_{78} = -0.9; p = .37) nor at long-term (t_{78} = -1.2; p = .24). The Pearson correlation index between hedonic ratings immediately and after three months was r = 0.7, p < .001. The mean difference between immediate and long-term ratings was statistically significant, $F_{1,19}$ = 14.3; p = .001; η^2_p = .43. Right panel Figure 5 shows that the variability in the outcome variable among quartets increased from immediate to long-term. Grouping participants into their corresponding quartets (Fig. 5, right panel) resulted in a significant difference between the immediate and long-term global hedonic ratings, $F_{19.38}$ = 6.4; p < .0001; η^2_p = .87).



Figure 5. *Left:* Means and SDs of hedonic ratings at two moments: Immediately after the meal and 3 months later. *Right:* Means of hedonic ratings as a function of quartet. Each line represents one of the 20 quarters included in our study.

(f) Blood alcohol concentration

Mean blood alcohol concentration was 0.35 mg/l (IC 95%: 0.29 - 0.4). Alcohol was not related to the outcome variables, neither immediately after the meal (b = 0.44; p > .2) nor after three months (b = -0.33; p > .4). No significant results were found including alcohol variable as a predictor in the multilevel model. Hence blood alcohol content due to alcoholic beverages consumed during the meal did not significantly affect the outcome variables.

Discussion

This study investigated factors that might make the experience of sharing a meal in top gastronomy special and retrievable after three months. These factors were investigated in combination within a real gastronomic setting (with some limitations), and in regular customers. An overview of results is given in Figure 3. The following discussion is organized around groups of variables that influence hedonic ratings in the short and long run, that is, moment-to-moment hedonic evaluations and their utility profiles, specific dimensions of the meal experience, the personality traits of diners, and their mutual influence on hedonic judgments (commensality).

Moment-to-moment Ratings and Utility Profiles

How are overall hedonic judgments related to moment-to-moment evaluations and the peak-trough-end patterns? The number of positive moments (peaks) during the meal weakly predicted a more positive overall hedonic rating immediately after the meal and three months later. A stronger but negative relationship was – unsurprisingly – found for the number of negative moments (troughs) with long-term hedonic evaluations. One of the strongest predictors of overall evaluation was the rating of the final dish. If the rating of the final dish was a peak, also the overall meal was rated positively, immediately and in the long term. **If dessert was highly liked, chances were good that the whole meal got a high estimation.** Third, following the peak-and-end rule (Fredrickson & Kahneman, 1993), we calculated the utility profiles Ut and Up (see Methods) of which Up weakly predicted global hedonic ratings at time points, in line with the idea that the higher the *experienced utility*, the higher the *remembered utility* (Kahneman, Wakker, & Sarin, 1997).

contribution to long-term (recalled) overall evaluation as immediately after the meal. In contrast, the
number of troughs predicted recalled overall evaluation only in the long term. It seems that isolated
minima in the gastronomic experience pattern influence overall judgments only after reworking and

The present findings converge with reports that particular moments during an experience can disproportionately influence global affective memory (Ariely, 1998; Kahneman, 2000; Rozin & Goldberg, 2004) in the long term. Robinson et al. (2011) put strawberry preserve either on top or at the bottom of a yoghurt dessert, aiming at a "bland" or a "pleasant end", respectively. In line with the peak-and-end rule they observed an effect of the end taste on the remembered liking of the yoghurt in unrestrained eaters, as well as an effect of the peak taste on remembered liking for a meal. Therefore, the peak-and-end rule seems to be a useful heuristic of human behavior that is also applicable to gastronomic experiences. Although there are exceptions: Rode, Rozin, & Durlach (2007) found no obvious signs of peak or end effects on remembered enjoyment for a meal. Possibly, the variance in the valence in these studies was more limited than in the present high-end gastronomy meal and therefore did not yield comparable results aligning with the peakand-end rule.

Dimensions of the Meal Experience

We had designed a questionnaire with separate scales inspired by research on the subjective experience of narrative prose. Such an approach may be a suitable model for top gastronomy because meals and the environment in which they are served aim to provide special experiences, comparable to other domains providing (positive) experiences, like literature, music, or entertainment (Benz, 2014; Sommer et al., 2014).

The only MEQ scale that was related to the recalled overall experience in the long-term was the *Interest* that had been taken in the meal. Hence, interesting as well as novel and surprising experiences have an impact on how diners remember the hedonic value of the meal experience in the long-term. This result is in line with previous findings (e.g. Cardello et al., 2000; Vad Andersen & Hyldig, 2015). In terms of seeking for rewarding stimulation, a food experience is, therefore, similar to other types of experience. Accordingly, motivation theories established that individuals actively look for stimulation to maintain a critical level of arousal (Köster & Mojet, 2007). To this end, diners focus their attention to those food instances that trigger strong hedonic responses (Belasco, 2008; Berlyne, 1967; Levy, 1981).

The immediate overall evaluation of the meal was also determined by the *Interest* taken in the meal – albeit weaker than in the long term. The strongest immediate positive impact was exerted by the *Valence* dimension. Valence in the MEQ refers to the tastiness or palatability of the food, that is, as a hedonic component of food reward (Higgs, 2016). Rogers and Hardman (2015) argued that liking is usually experienced as part of the pleasantness of eating, when directing attention to tasting is involved. This linking of liking and attention is in line with the other results from the MEQ, that the immediate overall evaluation is negatively related to *Distraction*, meaning that attending to the food allows the diner to appreciate its subtleties, so his or her immediate hedonic evaluation is higher. One potentially confounding factor could be commensality (see below), that is, the presence and interaction with the companions on the table might have distracted the individuals from the palatability of the food. Clearly, these issues deserve further study.

Together with the finding that long-term affective memory is selectively affected by interest and the number of relative minima (troughs) demonstrates that the remembered evaluation in the long-term is not just a faded copy of the immediate evaluation. It is qualitatively different in terms of its determinants, presumably relating to the specific role of the factors under study in memory consolidation, where interest and (relatively) negative experiences dominate over pleasure. Note however, that among the effects discussed so far the valence of the end state (final dish) was the most powerful both immediately and in the long term.

Personality

What is the impact of personality on the overall hedonic meal evaluation? Two results stick out. First, personality findings appeared only relevant for the long-term remembered experience. Second, in the long-term overall hedonic judgments were positively affected by *agreeableness* and negatively by *conscientiousness*. These personality traits were among the best predictors of long-

term overall meal evaluations. Hence, in our study participants who are more cooperative, caring, and likeable (high on agreeableness) tend to make more positive judgements about the experience in the long run. Conversely, *conscientiousness* predicted the long-term hedonic assessment of the meal experience into the opposite direction. Apparently, diners that are more organized, careful, and reliable, were soberer and less positive or euphoric than others in their long-term ratings.

These findings might be encompassed according to a *hedonic dimension* related to *agreeableness*, and a *utilitarian dimension* related to *conscientiousness*. In line with this view, Mehmetoglu (2012) suggested that utilitarian benefits drive goal-directed consumption, in contrast to hedonic benefits that stimulate experiential consumption. Therefore, we could argue that conscientious diners were inclined to have a more instrumental perspective (cost vs benefits) to make hedonic ratings accessing and matching their memories with actual moments (Millar & Tesser, 1986). While agreeable diners were inclined to base their evaluations on enjoyment in the experience (Holbrook & Hirschman, 1982). It seems therefore that the latter are mainly seeking for novelty, distinctiveness, and sociality satisfaction (Giacalone, Duerlund, Bøegh-Petersen, Bredie, & Frøst, 2014; Yeomans, Chambers, Blumenthal, & Blake, 2008). Finally, it is to note that findings on personality have been interpreted in a specific gastronomic context. In other hedonic contexts, agreeable and conscientious people could make either more positive or more negative evaluations. For that reason, the generality of the relationship of personality with different kinds of gastronomic context (immediate and in retrospective), should be subject to further study.

Commensality

As a final question, we were interested in the agreement within quartets of diners about their overall judgements. Interestingly, the Intraclass Correlation Coefficient (ICC) indicated a high consistency of hedonic ratings within quartets. Indeed, consistency within quartets immediately after the meal (ICC = 62%) can be considered as good (Cicchetti, 1994), while it increased to almost excellent values (ICC = 74%) three months later. It seems therefore that hedonic judgements were weighted on social cues like intercommunication, sharing opinions, etc., at both time points. It is likely that along with enjoying culinary experiences themselves, subjective hedonic cues tend to be shared among participants, both directly via verbal communication, and indirectly

via facial emotional reactions and non-verbal communication. This seems a reasonable consequence of the social linkage communicating the actual experience (Rozin et al., 2005). Moreover, the finding that quartets increased in hedonic rating coherence in the long run may be explained by the fact that participants within the quartet were families, friends, couples, and/or work mates and are likely to have been in contact after the meal and possibly brought their opinions about the meal experience into agreement. Several studies also supported the impact of social contagion about ideas, attitudes or cognitions when evaluating hedonically pleasurable experiences (e.g. Barsade, 2002; Barthomeuf et al., 2009), as well as the impact of group norms on biasing food preferences (Nook & Zaki, 2015).

Strengths and Limitations

To our knowledge the present study is the first to investigate at a large scale the experience in a complex meal setting in a top restaurant. This is clearly not a typical meal situation, but it is not irrelevant from a consumer's or producer's point of view. From a scientific point of view, it is a situation that maximizes factors of interest that may also contribute to the experience of everyday meals. In this sense, it would be of great interest to use the present findings as a starting point for studies of other meal situations.

This brings us to the limitations of the present study, which investigated a single multicourse meal – common for all guests – in a single – exceptional – restaurant. Although this has the advantage of controlling for the variation inherent across restaurants and meals, it begs the question of generalizability. Therefore, it would be desirable to replicate and extend our results also to other restaurants.

Critical factors might be the costs and the experimental situation. Guests received their meals at half the normal price. Because drinks were served at regular prices, this rebate was not as big as it might sound (around 80 Euro in total). Nevertheless, it is conceivable that the rebate, in combination with the knowledge to take part in a scientific study, including videos being taken, might have influenced the meal experience. However, most participants stated that these factors did not notably affect their experience of the meal situation.

The recruitment procedure for our participants was designed to target typical customers of the restaurant; because the rebate was not known in advance, we only recruited guests that were prepared to pay the normal prize. Therefore, we may assume that the socio-economic status of our participants was relatively high and the generalization of the observed relationships to the general population would be of great interest.

Finally, we have to concede that there are a number of influences of potential interest that we decided not to study. For example, we did not assess subjective evaluations of the atmospherics of the restaurants or the service. As these factors were designed to be largely constant across days and diners by the restaurant, we did not expect that atmosphere-related variance would contribute as much to the total experience as the factors studied, while avoiding further increasing the intrusiveness of the study. In any event, the present study provides novel insights into several factors that seem to influence the overall meal experience in a situation that is both unique and close to realistic, a line of research that needs to be continued and extended.

Conclusions

Our findings provide new insights into what determines meal experiences and their memorability in top restaurants. From our findings both theoretical and practical conclusions may be drawn. As we saw a negative impact on long-term overall evaluation by dishes that were judged as being below average (troughs), a practical advice regarding the order of dishes is obviously to avoid such negative outliers. However, we should note here, that a deliberate dramaturgy in top gastronomy may include one or more dishes that are not "delicious" but may serve an important purpose within the context of the whole composition. For example, such trough dishes may serve as anchors for the immediate evaluation of the other dishes or they may specifically enhance the episodic memories (not in the focus of the present paper) for the dishes eaten. It is also noteworthy that the final dish rather than the hedonic peaks across all dishes, had a decisive influence on memorability. Hence, after a mishaps or annoyance during a meal a good overall emotional memory night be saved by the restaurant by offering a complimentary dish, drink, or even a small non-food surprise gift as a concluding highlight.

A second advice may be that the interest taken in the dishes rather than the overall valence of the meal is critical for positive long-term memories of the experience, meaning that the creativity invested in designing interesting and novel dishes – one of the aims of current top gastronomy – is indeed rewarded by positive long-term evaluations by the guests.

It turned out that more agreeable persons retain better long-term evaluations of the meal. Although there is little that can be done to regulate the selection of guests, it is important to know that guests with a more agreeable personality may be more willing and ready to express their opinions in social networks and might therefore be important multiplicators of opinions about the restaurant.

Overall, we identified a number of situational and personality factors that determine the evaluation of a meal in a top restaurant. These factors are somewhat specific for short- and longterm evaluations, with the latter being dominated by the personality of the guest, relative negative peaks in the evaluation of individual dishes, the final dish, the interest taken in the meal, and the opinions of the meal companions. Although our results were derived in a special situation and sample and should be replicated and extended, the recommendations derived from these results should be applicable also to more common situations, like family restaurants or private dinners.

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	Appendix
A1:	Scales and corresponding items of the meal experience questionnaire
Dist	raction
	I was fully concentrated on eating the dish
	I forgot the world around me while eating
	My thoughts were digressing again and again while I was eating.
	I was distracted while eating.
	I was eating the dish rather on the side.
Inte	rest
	The dish had a boring taste.
	While eating I was excited to know what the next bite would taste like.
	The dish had an exciting taste.
	While I was eating I absolutely wanted to know what the rest of the dish would taste lik
Sub	jective Well-being
	Eating the dish has lifted my mood
	The food and taste experience was intensive for me
	While eating I got more and more calm inside.
	The dish stimulated real emotions within me.
	I was feeling really happy.
Vale	ence
	The eating was a pure delight for me.
	The dish tasted excellent.
	I liked eating the dish.
	I felt pleasure while eating.
	I was completely satisfied while eating.
Sen	sory Experience
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1889	
1890	
1891	The dish looked terrible
1892	The distributed temple.
1893	The dish did not have any flavor
1894	The distribution have any havor.
1895	The dish was well as as and
1896	The dish was well seasoned.
1897	
1898	All the different ingredients of the dish matched perfectly.
1899	
1900	The dish was served appealingly on the plate.
1901	
1902	I liked the dish.
1903	
1904	
1905	
1906	A2: Menu
1907	
1908	
1000	Dish #
1010	1 Vegetal bestian
1011	1. Vegetal bestialy.
1012	2 "The belly button of a monk" Macaron
1012	
1914	3 Lacquered duck neck with herbs and dry grains
1915	
1916	4. 7 spice Rattle.
1917	
1918	5. Live cannellone.
1919	
1920	6. Walnut omelette.
1921	
1922	Cultural textures. Several layers of dressed Kokotxas.
1923	
1924	8. Tigernuts with caviar.
1925	
1926	9decadentia
1927	
1928	10. A black banana with shrimp paste.
1929	11 Mayaaa of aroom and atoms arob
1930	TT. Mousse of cream and stone crab.
1931	12 A thousand leaves
1932	
1933	13 Daily catch beetroot and horseradish
1934	ro. Dully outon, been out and horocradion.
1935	14 Ail glacé
1936	
1937	15. Cod tongues in a bone marrow emulsion.
1938	3
1939	16. Beef candy.
1940	
1941	17. Whithered flowers on horseback.
1942	
1943	18. The cheese.
1944	
1945	
1946	33
1947	

1948	
1949	
1950	19 Starched handkerchief of fruit and flowers
1951	
1952	20 Anis waffle
1953	
1954	21 Whiskey nie
1955	21. Whiskey pie.
1956	22 An almost impossible bite: sugary porra
1957	22. All almost impossible bite, sugary pona.
1958	23. The seven deadly sins
1959	23. The seven deadly sins.
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