

September

### **Dining Services**

Comment: Food is overpriced for student without meal plans. A cashier has been more than helpful. My girl friend and I ate lunch here last week and the experience was all but pleasant. I ordered a small dish of spaghetti and a side salad. My girlfriend ordered a combo with two sides of lumpy potato and Mac and cheese with a dinner roll and coffee. Instead she was told she had to get chicken or fish with it. She got the chicken and no dinner roll or coffee. We paid over fifteen dollars for all this. Now we have stop eating upstairs and go down stairs to split a six inch sub instead. Sure we pay the price of convenience but at what cost is it fair that students with little financial stability be taken advantage of.

**Thank you for your comment. Prices are determined by a number of different factors, from the cost of the product to the labor involved in preparing and serving the food. We are currently working with our sign company to fix the combo signage, and we will address the Market Place Entrée staff about the combo confusion. If you are ever unsatisfied with your food purchases, please bring your concern to one of our staff so we can easily fix the situation.**

Comment: While getting food, I was misinformed about the prices. I ended up paying \$7.00 for a crappy meal. Overpriced!

**I don't have enough information to specifically address your experience. Signage is available listing our product prices throughout the locations. If you feel the meal doesn't meet your expectations, please speak with one of our staff as we'd like to address the experience immediately.**

Comment: I hate the food it is gross and limited. It has been three weeks and I am bored already.

**Sorry to hear you are not enjoying the food selection. We have a variety of different dining options for you. In the Marketplace, you can experience home-style cooking, Italian, Mexican, made-to-order salads, stir fry, and a build-your-own salad bar. We also change our World Flavors concept weekly to one of three different concepts. We have a sub shop, a grill concept, and locations located in MAC Hall and Cofrin Library. We recommend that you try the other locations to experience the greatest variety in food offerings. If there is something specific that is not being provided that you desire, we would love to hear your suggestions.**

Comment: I miss the pasta! Why is everything oriental and not American? Pasta was the most popular!

**We do have a daily pasta option available at the Bravo location, and World Flavors offers pasta selections as well. If you have entrée preferences, please let us know and we'll work to add it to the rotation.**

Comment: Prices need to be re-evaluated paying with cash should not be any more money than paying with pass points. We should not have to pay for a glass of water! The spoons melt in the soup THAT IS TERRIBLE! Fruit at .90 cents is ridiculous. Meals should be more inclusive and if you get a scoop of

mashed potatoes, it should not be almost two dollars. This is so disappointing compared to my freshmen year, I am now a fifth year senior.

**Wisconsin state law mandates all student meal plans, including student Pass Points, are tax exempt. Cash sales are charged a sales tax; this is the difference in price you are referring to. I recommend you purchase a dining plan and/or Pass Points. There is a cost associated with our beverage cups. We charge \$0.25 per cup to cover this cost. A more environmentally friendly option is to bring your own mug to refill with water. We'll look in to the melting issue with the spoons. They are biodegradable, so they don't stand up to high temperatures as well as plastic spoons, and we have just added washable ware as an option. Prices are determined by a number of different factors, from the cost of the product to the labor involved in preparing and serving the food. Thank you for your feedback.**

Comment: I want Sodexo! Pasta "bar" should actually be pasta! Why take away the most popular thing? Why fix something that is not broken? I am tired of paying an arm and leg for not enough food to fill me up. Making us pay for the weight of salad is ridiculous! However it is also ridiculous that prices have been raised for lower quality food options. This is one of the few, if any problems, I have with this school. I love UW-Green Bay; however it should be more about students and less about politics. It would also be nice to have actual non-plastic silverware while eating; as it is more environmentally friendly. Thank you for letting me have a say and voice my opinion. I hope to see some improvement in the near future.

**We do offer a daily pasta option out of the Bravo location, and World Flavors offers pasta dishes as well. If you have entrée recommendations, we would love to hear them! Prices are determined by a number of different factors, from the cost of the product to the labor involved in preparing and serving the food. Our disposable utensils are biodegradable, so they would have less of an impact on the environment. And, we just started to offer a washable alternative. Thank you for giving your opinion; it really helps us to improve our operations.**

Comment: Pieces of bread and dried out, which is what croutons are, but they get soggy too fast. The "old" croutons from last year never got soggy. I am also unhappy with having to put my dressing on the salad. The salad packets were a much better option. Also, the pizza is super bland. What is passion fruit ice cream? EEW. I hate the sauce choices for world flavors. The bread at the sub place is too light and falls apart from any sauce/dressing that is put on it. The nacho cheese does not taste right and the meat looks fuzzy. I like the donuts and muffins wrapped, but they should be labeled if they are filled or not.

**Our croutons are made in-house, which means less preservatives and a locally made product. However, we have noticed the sogginess issue and are looking at different way to retain their freshness. We discontinued the salad packets at the self-serve salad bar for a more environmentally friendly alternative. However, we will be adding a portion cup to the salad bar, which will enable individuals to get the dressing on the side. The ice cream flavors change weekly, so stay tuned for different flavor options.**

Comment: The combo's should be clearly labeled stating that the prices listed are only if you get an entrée. The employee at lunch told me that it was a combo. If things are labeled incorrectly, then it is false advertisement. Please change the signs *big* and *little* so it makes sense or just offer it. It is a great price for us poor college students.

**We are working with our signage company to change the large sign to reflect the accurate combo pricing. Please be sure to mention these discrepancies to our cashiers, as they will be able to accurately price an item. Thanks.**

### **Sweet Peppers**

Comment: Swiss cheese!

**We'll work with our chef to bring this option into the rotation.**

Comment: It is unfortunate that you don't have BBQ chicken or even BBQ and no oregano. What is up with that?

**We would be happy to bring BBQ sauce and oregano seasoning to Sweet Peppers Deli. We will also explore adding a BBQ chicken option to the menu. Thank you for the suggestion!**

Comment: The bread is not so good. It is very dry and tastes stale. Everything else is very good though.

**Thanks for your comment. We are working with our baker to see how we can improve the bread selection.**

### **Bravo**

Comment: The new pizza is amazing! Don't change it!

**We're glad to hear it! Thanks!**

### **Marketplace**

Comment: I miss the pasta place from last year.

**We do offer a daily pasta option out of the Bravo location, and World Flavors offers pasta dishes as well. If you have entrée recommendations, we would love to hear them!**

Comment: Please bring back the fresh strawberry, blueberry raspberries and homemade dressing. Tons of staff and faculty loved the old salad bar offerings. (at the made to order area)

**We'll bring this suggestion to our chef. Please remember we are a new company, so recipes and offerings are different; however, we are willing to accommodate suggestions and ideas. Please let us know what homemade dressings you'd like to see.**

## **The Grille**

Comment: The Grille has inconvenient hours.

**Currently the Grille hours are 10am to 9 pm, Monday through Friday, and 11 am to 8pm, Saturday and Sunday. Location hours are determined based on sales patterns and feedback from the University. Please let us know if there are specific times you'd like to see this area open.**

Comment: Need \$1 menu or I will not eat there. Want Wraps back.

Comment: Need dollar menu for poor college students. Want wraps back.

**We strive to have a variety of options to meet the budgetary needs of our customers. Though we may not be able to offer a Dollar Menu, we do periodically offer discounts and specials on our menu selections. As for the wraps, we're very open to entrée selections and we do offer all of our subs as wraps in Sweet Peppers Deli. If you have other wrap ideas that you would like to see, we would love to hear them.**

Comment: It is never open.

**The Grille hours are 10am to 9pm, Monday through Friday, and 11am to 8pm, Saturday and Sunday.**

## **Corner Store**

Comment: Thank you for providing a more nutritious selection of food. Love the organic and goat products.

**Thanks, you're welcome.**

Comment: Too expensive.

**Prices in the Corner Store are similar to a gas station. It's about convenience, so prices are a little higher than at Wal-mart or a grocery store. Please let us know if you have any suggestions or specific products you are referencing.**

## **Garden café**

Comment: Provide to go tinfoil /aluminum foil for the Paninis.

**Great suggestion! We'll be happy to provide foil at the Garden Café location.**

Comment: Awesome that the exit bar is gone!

**Removing the exit bar was just one of the improvements made to the Garden Café. There is a new color scheme and food wells. We're happy you see the difference!**

Comment: Use spinach for Panini; bring back the Siciliano and asparagus.

**We will be offering select paninis throughout the semester. Stay tuned for new menu options and visit our new website at [www.uwgb.edu/dining](http://www.uwgb.edu/dining) for an updated rotated menu.**

Comment: Need prices labeled on everything including cooler.

**Pricing labels have been made and incorporated into the coolers, thanks for the suggestions.**

Comment: Sugar free cappuccino please! And bring the chili back.

**We'll look to see if a sugar free option is available, great suggestion. Chili is included in the soup rotation schedule; please visit [www.uwgb.edu/dining](http://www.uwgb.edu/dining) to see our rotate menu.**

### **Phoenix Club**

Comment: Hats or hairnets because food is always served.

**We are looking in to purchasing hats for the Phoenix Club employees, thank you for your suggestion.**

Comments: Student worker is a good cook. Student worker is good with customers. Need a new TV for PS2.

**Thank you for your positive feedback, we will pass this on to our student employees. At this time we are using our open TV for use with the Playstation2. We'll continue to look at alternatives when they become available.**