

Comments April 2009

Common Grounds Coffeehouse

Comment: You should get the Waldorf salad back.

Response: The Waldorf is a Limited time offer, but I will talk to the chef to add it to the regular rotation. Thanks.

Phoenix Club

Comment: Being able to use credit cards would be great as well as being able to get a pitcher of beer.

Response: Thank you for your suggestions, we will look into these options for the fall semester.

Comment: I arrived with two friends and wanted to buy a pitcher of beer. The Phoenix Club doesn't have pitchers or allow you to use a debit card. I would come more if they sold pitchers or let me use my card.

Response: Thank you for your suggestions, we will look into these options for the fall semester.

Café a la cart

Comment: You should have the Waldorf chicken salad every day.

Response: The Waldorf is a Limited time offer, but I will talk to the chef to add it to the regular rotation. Thanks.

Market place

Comment: Since the choices of "healthy foods" aren't that great I generally end up getting pasta instead of a greasy cheeseburger or pizza (I know it's not much better) however lately I've been rather disappointed with my ending result. A few pieces of cold pasta aren't a big deal, however yesterday my chicken was cold inside and my pasta had so much oil in it was separating from my Alfredo sauce! I think the assembly line needs to be re-evaluated, even if I have to wait an extra minute I would be happier than eating cold food (which has happened frequently). Also I think the sanitation needs to be evaluated. Yesterday I saw one of the chefs tuck her hair back in her hat with her gloved hands, granted they have handles on the pans and use tongs, I have seen (at other times) them use their fingers to feel if my pasta is warm. How do I know those times they hadn't been tucking their hair into their hat too?

Response: I have read your recent comment and I agree that this is unacceptable. It is our goal to "Make Every Day a Better Day," and this obviously did not. I have forwarded your comments to the chef and the retail manager for their review and will discuss it with them in depth so that they can address it with the staff. Cold food is unacceptable and touching your hair goes against everything our employees are trained on. Thank you for bringing this to my attention.

Garden Café

Comment: Can we get whole wheat bagels or other whole wheat things? Complex carbs are good.

Response: We do offer wheat bagels in the Garden Café. I will check with the supervisor and have her up her order. Thanks.