

February 2009 Comments

Café a la cart

Comment: Employee at a la cart has great customer, service skills and never stops smiling.

Response: Thank you for the kind words. I will pass them on.

Comment: Employee's smile and polite conversation is outstanding. I purchase something from a la cart and plan to continue she is one employee who goes above and beyond what I would expect of a customer service representative. Sodexo is a wonderful asset to this campus I enjoy the variety (good food) and excellent service skills of its' employees.

Response: Thank you so much for your kind words. It is rare that people fill out a comment card with positive news, but it is always great to read! I am happy that we are exceeding your needs as it is our goal to make every day a better day!

Commons Grounds Coffeehouse

Comment: Better espresso is needed and other places need cheaper prices.

Response: Thank you for your comment. As far as the Espresso is concerned, the students voted when the coffee house was opened to use Alterra coffee roasters. There has been some recent discussion to opening this up to another vote. The prices are actually set through a long process. We get prices from similar type restaurants around the area and make suggestions. We then send these to the Union and Dining committee for approval. Our prices are in most cases the same or lower than area restaurants.

Corner Store

Comment: Is it possible for the Common Grounds to sell the Press-Gazette when the corner store is closed over winter break, spring break, & limited summer hours? They seem to always be open. Thanks.

Response: This is a great idea and I will look into it. Thank you

Comment: The prices are atrocious on many items, reasonable on the little Debbie snacks. The register person met all my needs gave satisfactory service.

Response: When comparing prices, you have to compare to same type stores. For example, you cannot compare us to stores like walmart, festival, etc. They have much more buying power and can therefore offer lower prices. You have to compare to convenient stores like BP. I know that our prices are lower on most items than there. For example, bottled soda is \$1.29, at BP is \$1.49. Candy bars at our store are \$.95 and at BP they are \$1.09. I will pass on your comments about service. It is nice to hear our service met you needs, but our goal is to exceed your needs.

Comment: Cheaper prices.

Response: When comparing prices, you have to compare to same type stores. For example, you cannot compare us to stores like walmart, festival, etc. They have much more buying power and can therefore offer lower prices. You have to compare to convenient stores like BP. I know that our prices are lower on most items than there. For example, bottled soda is \$1.29, at BP is \$1.49. Candy bars at our store are \$.95 and at BP they are \$1.09.

Freshens

Comment: Employee is really great and smiles a lot.

Response: Thank you for the kind words. I will pass them on

Garden Café

Comment: I am lactose intolerance and would like to see yogurt with goat milk and other options for my people.

Response: I will look into this ASAP! Thanks.

General

Comment: Repetitious, boring food that does not meet federal standards.

Response: If you would like to discuss this in person please email me at gilligak@uwgb.edu , otherwise I refuse to dignify this comment with a response. More details are needed.

Grill

Comment: Need better way to cook food because it does not taste great

Response: We have been concentrating on this and the Chef is looking into it. We think we have found the problem and have corrected it. Thanks!

Comment: Employee is an amazing employee.

Response: Thank you for the kind words. I will pass them on.

Comment: I would like to see smaller smoothie options. No one needs to super size everything. Need more options besides 21oz and 32oz.

Response: Unfortunately, Freshens is a national brand and we need to follow their menu standards. We do offer 16 oz fruit smoothies at Common Grounds Coffee house.

Marketplace

Comment: With limited time for breakfast, I enjoyed getting scrambled eggs.

Response: You can still get scrambled eggs made fresh to order everyday!