

December 2010/January 2011 Comments

Erbert and Gerbert's

Comment: Had the Titan. Very delicious, but black olives would make it sing!

Response: We must follow corporate recipes for all subs, although you can request any produce you would like on any sub.

Comment: I was given a very messy sandwich – when I unwrapped it, lettuce and mayo were EVERYWHERE and the "guts" I was given couldn't even be classified as guts. I was given two little 1/2 inch pieces that were hard as rocks and obviously weren't from my sandwich. The people in front of me were given lots of "guts." Won't ever eat here again. Get better employees. The lady didn't even know what sandwich she was making.

Response: I am very sorry for your poor experience at one of our outlets. This is obviously not acceptable to our standards or to that of Erbert and Gerbert's. I would encourage you to contact us so we may obtain some information from you that will allow us to follow up with the employee in question. I always encourage our customers to bring any service or product issue to the immediate attention of our supervisors or managers so we can correct the problem right away. Again, I apologize for your poor experience and I do hope you will give us another chance. Please contact us so that we can resolve this issue.

The Marketplace

Comment: Why are there not a variety of healthy choices instead of the same bland things every day?

Response: We do rotate in our Fit Choices 4 Life items at every meal period in this operation. If you are unfamiliar with our Fit Choices 4 Life program, please feel free to contact our dietitian, Jill Roup, at 920-217-9256.

Comment: I was getting ice cream today and realized there were no chocolate chip and NO ice cream is complete without chocolate chips. So I asked Tony if there were any in the back. I have asked other workers this in the past and they just say no because it's just easier that way. But Tony went out of his way to go find me some. When he brought them out he had a smile on his face. I just wanted to let you know that he was wonderful to me. I think it is great to find people who enjoy their job and are willing to go out of their way to help. It was a little thing but said a whole lot about him and you guys as a whole! Thanks Tony!

Response: Thank you. We encourage all of our employees to go "above and beyond" to service our customers. If you have a request and are not satisfied with the answer you receive, please ask to speak to a manager. Thanks for your comments on Tony. We will make sure we share them with him.

The Garden Café

Comment: The new Panini bread is AWFUL. Way too crunchy, it hurts my mouth to eat it!

Response: Sorry to hear you do not like the new bread. We have received many compliments on it since we switched.

Comment: I just have a comment about the pre-made sandwiches and wraps available in the Garden Café. Normally these are fine, but in the last few weeks, I've bought two and both have been soggy from condensation or dressing or juice from the tomatoes soaking through. One sandwich was on bread and the entire bottom slice of bread was mush. I couldn't even pick it up. I had a wrap that was all wet, and I ended up just eating the filling because I couldn't pick it up without getting my hands full of dressing. I don't know if this has something to do with the temperature changes, or something new you guys are doing, but soggy sandwiches are not appetizing! Maybe you could just include a dressing packet or cup instead of putting the dressing on the sandwiches?

Response: I apologize for our lack of product quality. We do use expiration dates on all of our Fresh Take's items. Please contact a supervisor immediately when you are not satisfied with one of our products so we can provide you with an immediate refund. I will look into this problem with our Executive Chef. Thanks for letting us know and again, please accept my apologies.

Comment: I just paid almost \$5 for a ham and Swiss sub that had bread on it that was so soggy I could have wrung it out. I didn't realize how soggy the bread was until I got back to my office so I didn't bring it back, but I am really disappointed. I was able to salvage the top pieces, but the bottom pieces were just awful. Maybe don't put all the ingredients on the bread to keep it fresh and let us assemble our own sandwiches. Or put something in the package to absorb moisture. Food choices are so limited during break, and having soggy food doesn't make things any better.

Response: I am sorry to hear this. It sounds like we had a problem with holding times over break. I will speak to our supervisor at the Garden and our Executive Chef to find out exactly what happened. Again, I am sorry for our lack of product quality and we will correct the problem so that it doesn't happen again in the future. Thanks for letting us know.

Other

Comment: I would like to know where I can find information regarding the nutritional content of the food provided by A'viands such as calorie, sugar and fiber content.

Response: We do not provide that information as we are a culinary based company and we give our cooks the latitude to make things in different ways. If you would like specific information about a product, please contact our dietitian, Jill Roup, at 920-217-9256.