

February 2011 Comments

The Garden Café

Comment: Is it possible to get healthier cereal choices in the little packages? The Garden Café is always out of Mini-Wheats, but it would be even nicer if there was more than just that as a “healthy” choice. Also, a make-your-own salad bar would be nice for those of us that don’t have time to get to the Union. Thanks!

Response: We will discuss your idea of the salad bar and the logistics involved at our next management meeting. Thank you for the suggestion. We can procure additional healthy cereal choices.

Comment: Bring back the Cheesehead Panini. I used to get three a week.

Response: The Cheesehead Panini will be back soon. We like to rotate our Panini flavors so we can provide variety.

Comment: Where’s the homemade granola bars? You’re missing a market!

Response: Thanks for the suggestion. We will discuss the possibility of producing these with our Executive Chef.

Comment: I am extremely displeased with the service and selection. We pay outrageous prices for small portions, or over-cooked, or nowhere near fresh, food. On top of that, I never want to eat there because I know how bad the service is. It is slow, often incompetent and unsanitary. I work in food service, and I have for six years, so it is disgusting to see people with hair not properly secured off their shoulders, gloves that have not been changed, etc. I have twice ordered food from the Garden Café and I will only eat there now if Diane is working and prepares my food because she is competent enough to know when I say “light” I mean I don’t want heaps of that on my food. An example being today – I ordered a taco salad (which I will never do again) and asked for very light salsa and sour cream. I got three huge ladles of salsa and it was then covered in sour cream! It completely ruined the flavor! This has happened multiple times to me with other products and I am tired of it. I will no longer be eating with A’viands if they continue to charge exorbitant prices for pathetic service and food. Also, re-price your salads so they are affordable so people will actually eat them more, seeing as everyone is so concerned with obesity.

Response: We are sorry you have had some bad experiences at this retail location. I personally apologize for the issues that you have had. We will work with the student staff to retrain them on proper sanitation and portioning techniques. If you decide to give us another try, which I hope you do, I would ask you to bring any service, portioning or sanitation concerns directly to Dianne so she can correct the problem for you immediately. We feel our prices are competitive with other local retail establishments.

Comment: Bring dirt cups back.

Response: We can do this. Thanks for the suggestion.

Comment: Shanna was nice enough to customize a Panini for me. I wish there were more vegetarian

options here! Cheesehead sandwich was good!

Response: Thanks for the comment. We will share this with Shana. We try to provide as much variety as we can without duplicating the service of other retail venues we run. We have limited space in which to work and the lack of a hood vent in this area prohibits us from doing some of the things we could do.

Comment: Bring the chicken salad Panini back.

Response: We rotate our Panini flavors to provide variety. I don't ever recall doing a chicken salad Panini in this location. Could you refresh our memories on what this contained?

Comment: Would it be possible to offer a vegetarian egg and cheese breakfast muffin as well as the meat options?

Response: I don't believe we can obtain one of these from our current suppliers but we will keep our eyes open and do some searching for you. If we can find something, we will bring it in and give it a try. Thanks for the suggestion.

Comment: Paninis made to order don't always get warmed through and you could have a wider variety of sandwich options. I feel the options are too limited and not very good.

Response: We try to rotate our Panini sandwiches to provide variety. We also have to be mindful of our inventory and what our employees are capable of handling in terms of assembling items. I am sorry you do not feel the options provided are very good.

The Corner Store

Comment: Great service. Thank you!

Response: You are very welcome.

Common Grounds Coffeehouse

Comment: More than once now, I've experienced a salad from the coffee shop that is well past "fresh." My classmates and I used to have a running joke of, "Gee, that looks like the same exact salad we saw yesterday." Now I think that's all too true. They need to be rotated far more frequently.

Response: All of our grab and go items are marked with an expiration date on the bottom. Our supervisors check this every night.

The Marketplace

Comment: I have a co-worker who has dietary restrictions. She needs gluten-free items. One quick fix would be to have white rice as one of the choices at World Flavors. The last two days there have been three types of pasta – all gluten. Why can't you always offer rice so should could eat and have something hot to eat? She is tired of the salad bar. It does not seem that having rice would be a big deal to offer.

Response: Rice doesn't really go with the Noodles concept we run; however, we always have white rice available in Chilaca and we would be happy to let you substitute that for pasta whenever you would like. Thanks for the suggestion.

Comment: 2/11 – no hot meal option for someone with a gluten allergy. Simple fix – put rice on the Pastabilities. Also, stop frying the tortilla chips in the same oil that you fry flour tortillas...then the World Flavors area would have an option. 2/28 – no rice, all pasta. 3/1 – no rice, all pasta and the same sauces from the day before. Chicken tortilla soup, chicken barley vegetable soup...both with gluten. 3/2 – all pasta, same sauces from the day before. Cream of potato and chicken noodle soups available. I cannot be the only person on this campus with an allergy to gluten and daily it is a struggle to find something nutritious to eat. Please try to at least offer rice with Pastabilities, at least it would be hot.

Response: Rice does not really go with our Noodles concept, however we offer white rice every day in Chilaca and we would be happy to let you substitute rice in place of pasta whenever you would like to do so. We have limited fryer space and the fryers are utilized for breakfast and lunch to fry potato triangles and breaded fish amongst other things, so frying the taco salad shells in a different fryer would not solve your gluten issue. I would like to encourage you to contact our dietitian Jill Roup. Jill can be reached at jroup@aviands.com and would be happy to work with you on dining options.

The Grille

Comment: The Grille needs to be more inviting (cancel the music and turn it down)!

Response: We are aware of the issues at the Grille and have recently addressed customer service and music with our staff and supervisors. Thanks for letting us know.