

March 2010 Comments

Common Grounds Coffeehouse

Comment: The coffee literally makes my body feel sick.

Response: **Sorry to hear that. The coffee that we sell is from Alterra coffee in Milwaukee, WI.**

Garden Café

Comment: I would like to see Silk milk sold at this location.

Response: **We can do that. Thanks for the suggestion.**

Comment: I was just wondering if you could add the Lipton Pure Leaf Ice Tea in "Honey" to your inventory/stock.

Response: **This product is currently available in the Corner Store. We have limited space for beverages in the Garden. We will monitor future comments for like suggestions.**

Marketplace

Comment: I just wanted to let you know that I went to the pizza counter today to buy breadsticks at lunch and the two ladies working there were extremely rude. I stood at the counter for a full two minutes to try to order food and they didn't even acknowledge me. They were first busy with talking to a friend who was just standing by the counter and not ordering anything. Then once the friend walked away I tried to get their attention. A bunch of basketball players then walked in and they served them before me. I finally just walked away and went to the Garden. On a positive note, your employee working in the Garden is the sweetest person probably working at this University. The employee's positive customer service makes the negative customer service in the Marketplace balance out. I would highly suggest that employee teaching the rest of your staff on how to serve customers. That employee is a gem.

Response: **We are sorry to hear that you had a bad customer experience at one of our operations. We will address this with the employees in question. It is always our goal to provide the best customer service possible. Apparently that did not happen, and for that we apologize. Thank you for the nice comments regarding other employee. We will share your comments with that employee as well.**

Comment: Got nachos, they are weighing now, but the price is the same. I understand cutting back on serving of food if you need to, but if we are getting less food for the same price, we are going to have issues. It is purely NOT FAIR! When we as students are paying \$8 each meal on campus and having to go back for seconds because we are still hungry there is something wrong. We are already paying thousands of dollars to come here and being hungry has become a type of punishment. I am just asking that if you are going to lower the amount of food, you need to lower the amount we pay as well.

Response: We continuously work with our staff to provide the correct portion sizes. The staff is now weighing portions to make sure that they are correct. I apologize if you were receiving larger portions than you should have in previous visits.

Comment: One of the cashiers is really rude sometimes. The cashier needs to be more customer service focused. I ran out of Pass Points the other day and that cashier got upset even though I had cash to cover the difference. The other cashier is really sweet and tries to connect with students.

Response: Thank you for your comments. We will address your feedback.

Phoenix Club

Comment: Employee did an outstanding job making sure I had everything I needed several times.

Response: Thank you for your comment. We will share your positive feedback with our employees.

Sweet Peppers Deli

Comment: I feel that BBQ should be added to the list of sauces and dressings. It would go great on crispy chicken wrap.

Response: We will consider your request. In the meantime you can request BBQ sauce as a condiment and the employees could get this for you from the Grille.

Comment: Can you do tuna fish egg salad, sandwiches?

Response: They are not currently on our menu although we have run both as limited time specials over the last year. We will consider your request.

Miscellaneous

Comment: 800 dollars is obnoxious. I am a student who is having a hard enough time paying for school and this is just ridiculous. I understand that A'viands has much to do with this pricing, but I feel like the university needs to step back and look at other colleges and how they have their dining. Some places seem to be much more concerned with the student.

Response: Thank you for your comment. Through our budgeting process for the campus, we just reviewed the UW System's dining plan fees and UW-Green Bay is currently the lowest in the state. If you have any suggestion or ideas as to what type of food concepts you'd like to see offered, please feel free to provide that information.