

November 2010 Comments

The Corner Store

Comment: Please restock Excedrin in the Corner Store. The last two or three times I needed it (as I ran out of my own in the office), it has been out of stock in the Corner Store. I could see the hook that it was supposed to be on, but there was none there. Since the campus is so far removed from town, and staff members only get 30 min. for lunch, it would be nice to be able to count on the Corner Store for these things when we run out. I think you need to capitalize more on your "captive" audience out here and stock your shelves better. Thank you. Please offer more at the Corner Store for those of us who are kind of stuck out here, at least during the day and can't run to Walgreens. Thanks.

Response: Thank you for bringing this to our attention. Our Retail Manager will look into the situation to see if the product is still available.

Comment: Get Vicks vapor rub, bread and more food in the store.

Response: Thank you for your suggestions. Our Retail Manager will look into the availability of these products. If you have any other suggestions, please feel free to let us know.

Comment: Good service, could use more options.

Response: Thanks! We will pass on your comment to our Corner Store staff. If you have suggestions for products in the Corner Store, please let us know. We are continuously looking for new options.

The Garden Café

Comment: You don't carry food for gluten-free or dairy-free people. Please have some choices. Staff is great!

Response: We are continuously working on providing options for individuals with special dietary needs. If you would like to speak with a dietitian or our executive chef about your needs please contact us at 465-2550. We have contacted our vendors about the availability and pricing of gluten-free products. However, we are running into issues finding products that are affordable. If you have any suggestions, please let us know and we'll look into it.

Comment: More vegetarian options in the case of premade wraps and sandwiches.

Response: Thank you for your comment. We will pass your comment to our culinary team to see what options we can incorporate into our Fresh Takes rotation.

Comment: Get regular Cheetos.

Response: Thank you for your suggestion. Our Retail Manager will look into the availability of this product.

Erbert & Gerbert's

Comment: Can you post the daily soup?

Response: Yes! Daily soups are posted at the Erbert and Gerbert's location, and our staff will work on getting the soup menu uploaded to our website (www.uwgb.edu/dining) for the spring semester.

Comment: The service was terribly slow. The line of people was 15 deep and the cashier was texting on his phone right in front of waiting customers. I also ordered a spartan sub and didn't receive any bacon. The staff that works at Erbs & Gerbs is slow and very unprofessional. Train the staff better or fire the manager in charge of Erbert & Gerbert's. Not professional or very good service at all.

Response: We apologize for the service you received. Though at times the location does experience a large rush, our staff should be attentive to your needs and as a company we do have a "no texting" policy for our employees. We will pass on your comment to the staff and work on some corrective actions.

Other

Comment: Can you include information about MSG? This is something I cannot tolerate and I notice this is not on the ingredient or allergen list. Thank you.

Response: We are currently in the process of listing common allergens in our products. If you have a specific dietary concern, please contact our dietitian or executive chef via the dining web page www.uwgb.edu/dining or by calling 465-2550. We are more than happy to identify products containing this ingredient.