

October 2010 Comments

Garden Café

Comment: Microwave/vending area – yuck! Microwave, coffee area, vending area and shelving have been dirty for a week now! This should be cleaned every night.

Response: The microwaves are provided by one of our campus vending services as a convenience for use when buying product from their machines. The microwaves are serviced each week when restocking product. Deli paper will soon be provided in each location to cover product in the microwave, which will help with cleanliness. Thank you for your comment.

MAC Coffee Cart

Comment: The cream cheese needs to be in a cooler instead of on the counter.

Response: We have spoken with the staff and the cream cheese is now located in the open air cooler.

Erbert and Gerbet's

Comment: Polite, fast service and enjoyable place. Asset to campus!

Response: Thank you! We will pass on your comment to our staff.

The Marketplace

Comment: Is it possible for you to make fruit cups without pineapple? I am allergic to the juice.

Response: If you have a specific dietary need, please contact our office at 465-2550. We're more than happy to make individual arrangements.

Comment: The food is overpriced for the portion size. The staff is really nice!

Response: Our pricing and portion standards are in line with similar venues in the region. If you feel you have received an inappropriate portion, please ask to speak with a manager so we can handle the matter promptly. We will pass on your comments to the staff.

Comment: I got a salad from the line where someone puts the salad together for you and last year you could do a make-your-own salad which I was informed is no longer available. I was just wondering why this option is no longer available. I got the Green Leaf salad since I had to select from one of the options on the menu but I do not like gorgonzola cheese and the staff person told me I could not substitute to a different cheese but I would have to pay extra if I wanted a different cheese. I thought this seemed a little silly because I wasn't asking for two types of cheese - I just didn't want the cheese it came with. Having the make your own salad option was a nice option to have, but if you do not want to have that option available it would be nice to at least let some substitutions from the salads on the menu.

Response: Our pricing is largely determined by the ingredients in the entrée. We will work with our

culinary team to determine if comparable substitutions are available. We do offer a make-your-own salad option at the Salad Bar in the Marketplace should you prefer this option.

Comment: Yesterday I saw several food service employees behind the Green Leaf salad area making their own salads and none were wearing gloves. One of the employees had some items fall off his plate onto the food area and he picked the items up with his bare hands. The employees who serve the food always wear gloves, so it seems that you should require all other employees who touch the food/serving utensils to wear gloves.

Response: Thank you for bringing this to our attention. We will reiterate the food handling policies with our employees.

Common Grounds Coffeehouse

Comment: I went to Common Grounds on Thursday, Oct. 28 around 11:30am to get a hot chocolate. The worker wasn't paying attention and dumped my drink on me. Luckily it wasn't scalding hot, but it ruined my ID, my phone and my clothes. To top it off, the worker wouldn't give me a refund or a new drink. He just poured the extra milk into the cup which made it disgusting.

Response: We apologize for the spill. In an instance like this, please ask to speak with a manager. We're more than happy to address an issue when it happens. We will also speak with the staff scheduled during that time period.

Comment: Love the atmosphere. You should get new rugs.

Response: We are glad you enjoy the atmosphere. Thank you for your suggestion and we will definitely take a look at alternative options.

Other

Comment: I think the Union is a great building, but the main floor bathrooms (across from the coffeehouse) don't reflect the rest of the building. The stall doors are very worn – the paint is worn around the handles and very rarely do the locks on the stalls work. New bathroom facilities are important; a lot of non-university events are held in the Union and are the only impression some people have of the university.

Response: We sincerely appreciate your feedback and agree that the restrooms on the second floor are in need of a facelift. We will put your feedback and this idea into consideration as we plan our budget for the remainder of the academic year and next year. Thank you!

Comment: I love lounging at the Union. There is always something to do and the food is awesome. It is even quiet enough to work on homework.

Response: Thanks! We appreciate your positive comment.