

September 2010 Comments

The Marketplace

Comment: Overpriced – we are poor college students!

Response: We believe we charge a fair market price for the goods and services we offer. Our prices are in line with what other retailers charge for like products. We encourage interested students to join the Union and Dining Committee of the Student Government Senate where you have the opportunity to provide input and feedback on dining services and gain a better understanding of dining prices, programs and services.

Comment: This morning I ordered two pancakes with bacon. The combo price is listed at \$3. However, if I paid individually, each pancake is \$1.20 (so 2 is \$2.40) and the meat is 55 cents for a total of \$2.95. This is merely an observation. I doubt you receive many comments about it since students use either their Pass or Dining Points so it isn't real money to them. I just want you to be aware that I noticed.

Response: You are correct in that the combo price is slightly higher than the individual price and that is an oversight on our part. We will correct this combo price and we appreciate you bringing this to our attention. If at any time you feel you are being overcharged or have any other concerns or suggestions about the quality of product or service you receive, please ask to speak with a supervisor immediately so we can correct the problem.

The Corner Store

Comment: More ice cream.

Response: We currently offer many varieties of ice cream and ice cream novelties. If there is a product you would like us to carry, please use the suggestion box provided in this venue.

Comment: Student employee is the best employee on the planet. Give him a raise.

Response: We appreciate the hard work and effort of all of our staff. We would certainly like to know who you are referring to so we can pass along the compliment.

Comment: I had excellent service in a very timely and respectful manner. Great experience.

Response: Thank you! We are glad to hear this and will share this with the Corner Store staff.

The Garden Café

Comment: More pasta salads for off-peak hours or for food on the run.

Response: Thanks for the suggestion. I will share this with our chef for follow-up.

Comment: Would you please add Raspberry Tea to your iced tea flavors?

Response: We can check with our vendor to see if that is an option. Thanks for the suggestion.

Comment: Food wasn't bad, but for the amount of food I get, the price is ridiculous! Five dollars for a small plate of casserole! Make meals affordable and I'll eat on campus every day!

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MAC Coffee Cart

Comment: Marie is the friendliest person on campus. Always so friendly.

Response: Thanks. We will share your comments with Marie.

Other

Comment: I just want to state that the prices are insane. Also, the new policy about subbing out salad toppings is so stupid for the prices we pay. If I am paying \$8 for a salad I better get what I want on that salad. I'm sorry, but really? This is a college. I suggest making more college friendly prices. Thank you.

Response: We have a "build-your-own" salad bar where you can pick and choose toppings. We also have a custom, menu-driven salad bar available where ingredients are pre-defined. You are always welcome to delete ingredients you do not want. We believe we charge a fair market price for the goods and services we offer. Our prices are in line with what other retailers charge for like products.