

NOVEMBER 2008 COMMENTS

Phoenix Club

11/18/08

Comment: Great Staff!

Response: Thank you for your positive feedback. We will be sure to compliment our student staff.

University Ticketing & Information Center

11/25/08

Comment: Wonderful help from employee!

Response: Thank you for your positive feedback.

Marketplace- Breakfast

11/20/08

Comment: Your employees need to start caring about the food they are preparing, not just here but other locations as well. I have bad looking and burnt pancakes as well as burnt pizzas. I should be able to go and get food without worrying if it will be burnt or up to standards, very disappointed with overall dining services.

Response: I agree with caring about the food. Our new Chef is working with all the staff on this. If you ever have a quality issue with your food, please contact a manager right away.

11/24/08

Comment: This Year it seems that you're only offering three selections of soup instead of four. Why is that? You have the room for four –you are just using that fourth spot for crackers.

Response: With the economic times the way they are, no one can afford to waste food. Offering four soups per day was doing just that. For most of the year last year we offered three soups, but just doubled one up with the same flavor as one of the others.

Pastabilities

11/25/08

Comment: The guy with the tattoo on his arm is creepy and tries to flirt with all the girls. I avoid eating there because of him.

Response: That gentleman has actually received an abundance of customer service compliments and awards. I am sorry if you think it is creepy. I will keep an eye on it and see if it is overbearing.

General

11/20/08

Comment: Have enough lids for the soda dispensers!

Response: We are committed to the university's greener policy. Therefore we use 90% biodegradable plastic products. The problem is that they come in only once per week rather than 3 times per week like most of our deliveries. We will work on getting more in.

Comment: I want the old chocolate chip cookies back big and chewy

Response: We have not changed our cookies in the past 2 years.

Ultimate Baja

11/25/08

Comment: The chicken is watery and has something added to it to make it gross and rice was burnt and crunchy

Response: Our chicken is made form scratch every day. If you ever have a quality issue, please bring your food to a manager's attention.

Café a la carte

Comment: Employee is the best!

Response: Thank you I will pass on the kind words

Cloud Commons

11/26/08

Comment: Please serve lasagna by cutting it and serving it with a spatula-NOT with a spoon, it looks awful on the plate and cheese sticks to the spoon.

Response: I will look into this asap. I agree with you.