

The Garden Café

Comment: I would be very excited to see more sugar-free or low-carb options at any of the food locations on campus. A particular example would be sugar-free cappuccino in the Garden Café.

Response: We'll look into selling these items. If you have specific dietary concerns, I encourage you to speak with our dietitian. Her information can be found at www.uwgb.edu/dining. Thanks for the suggestion.

Comment: A few weeks ago I asked if I could get the new chicken salad on a croissant, the employees response was "Eww, gross!" So today I went to the cafeteria in the morning, purchased a plain croissant, and in the afternoon went to the Garden Café and asked for only chicken salad. My request was granted but I was charged the full prize of a whole sandwich. My two complaints are why not have the employee accept my suggestion and tell me it will be relayed to her supervisors and why charge me full price for just a scoop of chicken salad. Customer service is top notch everywhere on campus except the Garden Café. Not my first less than desirable experience but worthy of a comment card. Also, offering croissants as a bread choice for the chicken or egg salad sandwiches would also be great!

Response: I apologize for the poor service that you experienced in this venue. If you would be so kind as to call me at 920-465-2550 so that I can obtain more information from you, I would be more than happy to follow up with the employee in question.

In order to keep pricing and training consistent, we do not allow staff to determine a price for special requests that are not on the menu. If we determine that there is enough interest in a "no bread" options, we'll gladly determine a price. I will speak to our Executive Chef and our Garden Café supervisor about the possibility of adding croissants. Please realize that croissants are more expensive than bread, so the cost to the customer will be greater than our current offerings. We also have to see if we have the space and storage to offer another option. Again, please accept my apologies for your experience. Please call me so that I can address the customer service issue with our employee.

The Marketplace

Comment: In World Flavors, the chicken is always very dry, please fix this.

Response: I will bring this to the attention of our Executive Chef. Thanks for the comment.

Comment: This is the 2nd time in the past month that I ordered a chocolate chip pancake (to go) from the Cloud and it tasted really bad! The first time I forgot to send in a comment. Now that it has happened a 2nd time, I feel I need to say something. They were both inedible and I just didn't have the time to run up and get a new one (which would taste the same) or a refund. I am not sure if the pancake mix was not mixed properly or if it was just bad, but you should know about it.

Response: Thank you for letting us know of your dissatisfaction. I will sample this myself and talk with our breakfast cooks about the batter. I am sorry you received a sub-par product from our operation, and please feel free to speak with a manager or supervisor about any issues you have with your meal. We'll try to correct the issue on the spot if possible.

Comment: Southwest salad has way too much onion. The cut up pieces of onion are too big and take over the taste, along with the green onion, the salad is ruined. I am not happy with spending \$6 on something that tastes like I just bit into an onion. Chop onions more finely. Have staff slow down when serving food, it is just thrown onto the plate with no effort or control. I was given way too big of a scoop of green onions.

Response: We do have corporate recipes for all of the salads served at this location. I will speak with our employee in this area to make sure they are being followed to the letter. It is also OK to request less of something when you are ordering. I appreciate you bringing this to our attention.

Comment: The nutrition information provided on your website is both inaccurate and incompletely. I'm trying to figure out how many calories, how much fat, how many carbs, etc are in my breakfast. The foods that I eat have – no information at all. This is pretty unacceptable considering I have no other avenues to get nutritional information on these foods. Update the information on the website, or provide students with more readily available information on the nutrition information.

Response: Our nutritional information was analyzed by UW-Green Bay dietitian interns during the summer. As with any dining operation, there are changes and additions to the menu which may not be reflected in the nutritional analysis. Because of the time-consuming nature of the project, we save updates to the nutritional information for the summer months. Our goal was to try to provide the most accurate information that we could relative to our offerings. If you have a special dietary need or a specific list of menu items, we can connect you with our dietitian for better direction.

Erberts and Gerbets

Comment: Have chicken dumpling soup much more often! It is the best soup, many of my friends agree.

Response: I like it too, and I'll pass your comment along to our staff for consideration. Thanks for the comment.

General Comments

Comment: Buggs makes my day all the time! He is such a breath of fresh air, great person!

Response: Thank you for your response. We will be sure to share this with our staff.