

Comments Summer – September

The Garden Café

Comment: Please put what kind of soups you have every day at the Garden Café online with the rest of the menu.

Response: The soups at the Garden are currently listed online. Please visit www.uwgb.edu/dining to view the soup offerings.

Comment: I would like to suggest that Turkey Club Wraps include mayo in the side in the little container and not be put on the wrap when it is made because it causes the wrap to be soggy.

Response: We will put mayo packets in the Fresh Takes items when possible. Thanks for the suggestion.

Comment: Quit putting so much basil in the soup.

Response: We offer both Tomato Basil soup and Cream of Tomato soup. Are you saying that you would like more tomato soup or that there is too much basil in the Tomato Basil soup?

Comment: Get the half lemonade, half tea Peace tea.

Response: We can do that for you. Please note this is available for purchase currently in the Corner Store, located in the University Union.

The Corner Store

Comment I don't like that freshman HAVE to pay at least \$900 for food, especially when dining services isn't even open over breaks. I just don't understand why we have to pay for this service if it is not going to be available to us when it is needed, especially if all your money is on your ID and you have no other source of income. I realize the Garden Café is open for a little while, but what about dinner?

Response: Currently we work with the University to set our hours in an attempt to both provide service when desired by our customers and to try to stay financially solvent during low traffic times. If you have suggestions on hours of operation, please contact your Student Government Association Dining representative (e: sosga@uwgb.edu) so that these ideas can be discussed at our meetings. Thanks for the comment.

Comment: Nicole was amazingly nice and provided excellent service.

Response: Thanks for the nice comment. We will pass it along.

Common Ground Coffeehouse

Comment: Employees should be more consistent with flavor amounts – every drink is hit or miss even though my order never changes.

Response: We have taken extra steps to provide training to our staff on how to consistently make coffee drinks. Hopefully you will see great improvement as a result of this training. Thanks for letting us know.

Comment: Why is there never more than one employee working at a time? Sometimes the wait is way too long, especially in the morning.

Response: I apologize for the long lines earlier in the semester. Due to the fact we rely so heavily on student staff, it often takes the first 2-3 weeks of school to get staff hired, trained, and scheduled. We are now where we need to be with staffing in this operation.

The Marketplace

Comment: Chicken salad wrap had gross chicken in it. Chicken had a hard edge and was really chewy, and then the wrap was soft.

Response: I apologize for the experience you had with one of our products. I share all of your comments with our staff and I will also share this one. If it is possible, we would like to know about product quality issues right away so that we can deal with these situations appropriately.

Comment: The brunch on Saturday was very good, but the service took way too long. A lot of people waited a half an hour for a line that wasn't that big. The other days I have had no problem. The staff is friendly and professional.

Response: Thank you. As mentioned above, it does take some time to hire and train staff. I apologize for your wait.

Comment: Could we get a milk dispenser? It would save on cost to have a buffet-style milk dispenser. It would also be greener than all of those plastic milk containers.

Response: We can certainly discuss it with the Dining Committee and the University. Thank you for your comment.

Comment: Need a greater variety of specials of the day. How about tater tot pizza?

Response: We have a good variety of specials that we offer throughout the year. We can look into the logistics of a tater tot pizza. If you have other ideas on specials you would like to see, please let us know.

Comment: More unique specialty pizzas, don't over kill one for a long time (i.e. Apple Pie Pizza).

Response: We have exciting specials ready to roll out. I will share your thoughts with our Marketing and Retail managers. Thanks for the suggestion.

Comment: The Marketplace is super expensive. I got a small salad that charges by the ounce and it was \$10! Also, I am very dissatisfied with the check-out employee. I would appreciate if the cashier would state the price so I have an idea how much I am being charged or if I am even being charged right for what I got, it is good customer service. I would have never gotten the salad at \$10. Oh, and build your own pasta for like \$4, you get maybe 15 noodles and sauce, how is that building anything! There aren't any prices for soup labeled either and as I said I am

not informed of the prices unless I ask directly. In my opinion the Marketplace is a rip off, everything is much cheaper and taste better at other locations – shouldn't a cafeteria be cheaper? If I pay \$8-10 for food I expect to be out at the restaurant ordering whatever I like.

Response: I am sorry you are dissatisfied with the Marketplace. We feel as though our rates are comparable to other retail establishments. I will speak to our cashiers in this location and remind them of our expectations for good customer service. Thanks for letting us know.

The Grille

Comment: Tell The Grille employees to wash hands, get off the counters and quiet down.

Response: We are aware of this situation and the employees that were involved have been dealt with. I apologize for our lack of good customer service in this instance.

Comment: I went to the Grille around 4:40pm on Thursdays, Sept 15th and ordered two of their burgers, fries and a drink to go. I asked the cashier to put it into one of their plastic containers since I was not going to eat on campus. When my food came out the worker came out with my food in their paper plate/bowls. I asked him if I could get my food to go in one of their plastic containers. He took one out and put it on the counter and put the two paper plates into the container, which obviously did not fit since he never took the food off the plates. Seeing that it would not do and not seeming to care to make it work, he said to me "Well, it's not going to fit, so I don't know what you're going to do about it..." and turned and left. I had to take my food with my hands full with my laptop and drink and take it into a sitting area to put the food away properly myself. It literally took me five seconds to take the two burgers from the plates and slide the fries into the container and viola! Everything fit! I was extremely upset and disappointed in the lack of common courtesy that is found in simple food service, and/or everyday interactions.

Response: I apologize for your poor experience with us. We spend a lot of time training our employees on customer service and this is completely unacceptable. Please call me (Pat Niles) at x2550 so that I can address this with the employee in question.

MAC Hall Coffee Cart

Comment: I would like to see more sandwich/wrap selections available for vegetarians.

Response: We have quite a few that we offer daily. Let us know if there is anything in particular that you would like to see.

University Ticketing and Information Center

Comment: I am super upset with your student ID policy. Last night during that huge wind storm at about 8:15pm my I.D. was blown out of my hand while trying to get home. I spent 45 minutes in that cold rain trying to find it before I went to go purchase a new one. I live on campus and would not be able to get in my room otherwise and the weather made it urgent for me to have one so I didn't have any other options. I am very dissatisfied that I had to pay \$15 for something I had no control of, and even more upset that the following morning the campus grounds maintenance people found my card way on the other side of campus and I can't even be reimbursed. I understand that you are unable to reactivate the old one once I buy a new one, but I still think I should have been refunded for something considered more of a 'natural'

accident. I used my new one just once so I could get in out of the rain and this whole situation is very unfair. I am not an irresponsible person and I just feel robbed from my unfortunate evening. \$15 is such a steep price from a piece of plastic.

Response: We apologize for your inconvenience, and would like to work with you to remedy the situation. Please contact us at universityID@uwgb.edu. Thanks!