



# Cafeteria Feedback

## Questions & Answers

**Is there a way to distribute or use coupons without having to print them out and waste paper?** We realize it is not paper friendly, but we have to print coupons and keep them with all of our financial records for up to seven years for audit purposes. Our apologies.

**What happened to the environmentally friendly knives, forks & spoons? I see we've gone to black plastic.** – Unfortunately, we had to replace the compostable “corn starch” utensils first used when the Cafeteria opened because of excessive cost. Each of the more eco-nice utensils cost about \$.11 each, whereas the black “medium weight” plastic utensils are about \$.01 each. Considering we use in excess of 1000 utensils per day, that's a savings of \$100 each and every day we are open. That's about \$2,000 per month in savings from what the Community is paying to operate the Cafeteria. Before making the switch, we consulted with Salt River Landfill Director Stephanie Hinson. The black plastic will decompose over a much longer period of time – making it the “environmentally lesser choice” of the two types. However, from a sheer economic necessity, we had to choose a “lighter shade of green” regarding how the Cafeteria disposable utensils impact the environment.

**What about a delivery service to the buildings where folks can't get to the Cafeteria because of distance or limited staff?**

Thanks for the suggestion. We are unable to offer a delivery service at this time for several reasons. The biggest concern is that the cafeteria could be swamped on any given day with 50 to 100 requests (or more) for food deliveries, which would be a logistical nightmare, even if we added personnel specifically to make deliveries. The second concern is that folks who presently come to the cafeteria would decide to stay at their desks and order their lunches delivered, further cutting into our regular business while increasing costs. The third concern is that folks at a distance (fire, police, HHS, etc.) would also stop coming in lieu of deliveries.

All of these concerns combine to discourage us from office deliveries at this time. Perhaps some time in a more secure economic future we might pilot a “group delivery” program, where one person per department or floor or group would take orders for folks in their area. Thanks, again, for the idea. Sorry we couldn't help at this time. We do appreciate the input.

**Why did the pizza station stop making pizzas?** – If you blinked – you missed it. But, yes, the pizza station stopped making individual round pizzas earlier this month, primarily because we were only selling an average of five pizzas per day. Apparently not the same five people were buying pizzas every day, because we received nearly 15 comments in three short days from folks asking us to please **bring back the pizza!**

In an effort to keep people happy without breaking the bank, we have replaced “Pizzas made to order” with “Pizza by the Slice”, and thus far it has been well received. You can now purchase 2 slices of pizza and any sized fountain beverage for just \$3.99, or a slice by itself for \$1.49. Enjoy!

**Can you develop a better way to store the self-serve salad dressing bottles? They currently sit on top of an ice bed and are very unstable. They are easily tipped over and end up falling into each other like bowling pins.** -- Sorry for the inconvenience. You are right – and thanks for the suggestion. To remedy the situation, we have ordered some individual “holders” that will be set into the ice which the bottles will stand in. Watch for them soon.

**What's up with the music at the deli in the mornings? It seems so out of place.....Can we please get some sort of music in the Cafeteria at lunch? I'm really not picky – just something to help pass the time.** – More evidence that it is truly “hard to please everybody.” For every person that likes peace and quiet, another wants to be entertained. We are working on a simple sound system to be centrally located for a musical “trial run”. We'll try different music genres and see how folks react. Please realize up front: the music may very well go away as quickly as it is introduced, but we're willing to give it a try. Let us know what you think.

**Thanks for the great new and improved salad bar. It is wonderful** – You're welcome – you asked for it.

**Are employees permitted to use the ice dispenser at the soda fountain to just get a cup of ice and not buy a soda? If so, is there a charge for this?** – Yes you can get ice at the fountain machine for your beverage cup. No, there is no charge. You can also get plain water (white tab toward the middle of the machine) and soda water (white tab to the right).

**We always have oatmeal and Cream of Wheat. What about getting some Grits?** – Thanks for the suggestion. We will be introducing Grits on a once per week trial basis. Watch for them on Wednesdays very soon.

**Can we get baby changing tables in the bath rooms?** -- Great idea. We have noticed many community members using the Cafeteria, and many employees bringing their families. The changing tables are in the process of being ordered – not only for the Cafeteria, but for the Council Chambers as well.

## Kudos & Clouts (Customer Comments, Good & Bad)

- More vegetarian options--not thinking tofu. VEGANOMICON cookbook ☺
- Your staff rocks! Can't single out one person, it's a cohesive, smiling, friendly staff; part of the Community employee family
- A cup of Yogurt shouldn't cost \$4.00....you should put out a scale if you're going to weigh it by the ounce....to avoid sticker shock
- I paid over \$10 for a salad today. For that price, I'm going to Sweet Tomatoes where soup and pasta are included.
- The Brisket lunch today was great....love the white rolls!
- Love the new Grab 'n Go deli coolers...especially like the \$3.99 salads. What a value...
- Thanks for putting deli salads on the salad bar. Gives variety...
- Why can't people clean up after themselves? I bet they don't leave their kitchen tables at home full of goop and crumbs...

## To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. Visit the SRPMIC intranet home page. At the bottom of the right column, click on the link that says “Two Waters Cafeteria”. On the next page, click on “Two Waters Cafeteria.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)