

(b)(3)

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Facilities Support Feedback Submission [REDACTED] from Sodexo

(b)(3)

(b)(3)

(b)(6)

*****This message has been archived. Double-Click the message to view the contents.*****

Classification: UNCLASSIFIED

=====
Thank you!

-----Original Message-----

From: [REDACTED]
Sent: Tuesday, September 02, 2014 12:50 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Facilities Support Feedback Submission [REDACTED] from Sodexo

(b)(3)

(b)(6)

Classification: UNCLASSIFIED

=====
Good afternoon [REDACTED]
I just shared your compliment with [REDACTED] managers and we agree he is
wonderful! Thank you for taking time out of your day to recognize his
excellent customer service. I cc'd the food service COTR so she is also aware.

(b)(3)

(b)(6)

(b)(3)

(b)(3)

Subject: [REDACTED] from Sodexo

(b)(6)

Feedback: [REDACTED] who works the sandwich line in the cafeteria always does a
fantastic job and is always extremely courteous and cheerful. His great
customer service always makes my day better and I would like to send my
compliments to his boss. Can you please send me that information or forward

(b)(6)

(b)(3)

(b)(3)

From: [redacted]

Sent: [redacted]

To: [redacted]

Cc: [redacted]

Subject: Facilities Support Feedback Submission [redacted] Cafe

[redacted] Thursday, September 04, 2014 12:58 PM

(b)(3)

(b)(3)

*****This message has been archived. Double Click the message to view the contents.*****

Subject: [redacted] Cafe

(b)(3)

Feedback: I just ordered chicken strips at the cafe and received 3 tiny pieces of chicken the size of my index finger for which I paid \$5 (a discount I think because I was only given 3). I would be happy to pay the actual \$6 for a meal-sized portion of food - 4 medium to large chicken strips. I could have gotten a large sandwich with a side of veggies for the same price as this snack-sized meal. I had forgotten lunch today and because [redacted] it is very important for me to keep up my protein levels. I ended up having to go out and buy more food. I don't mind the cafe prices being a little high, but I need to actually receive food.

(b)(6)

Submitted By: [redacted]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Rude server

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Rude server

Feedback: I have not been to the cafe in [REDACTED] for lunch in a very long time and now I remember why I stopped going. Some of the people behind the counters are not very nice. The person behind the mexican counter was rude and I assume upset because I didn't understand what she was asking me, needless to say I will not be going back to the cafe again.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Wednesday, September 10, 2014 10:51 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Awful Food at [REDACTED] and Other Cafeterias (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Awful Food at [REDACTED] and Other Cafeterias (b)(3)
Feedback: To whom it may concern,

On Monday 08 Sep '14, against my better judgement, I went to the [REDACTED] cafeteria to get breakfast. I (b)(3) encountered bagels that were not fully thawed and therefore could not be sliced in the slicer without crushing them. So I went for bread to have some toast. The bread drawers were mostly empty and what bread that was there was moldy. Then went to the oatmeal, which was as thick as partially dried cement. Tried the Cream of Wheat, and it tasted as if it was burnt. I was thoroughly disgusted at this point and left. This isn't a one time occurrence either. Frequently, food is not out on time, eggs are always water logged (I want to pay for eggs, not water when I am being charged by weight), bagels are always freezer burned when thawed, one register to serve a building with 7 floors, the hot bar is a miss-mash of items that frequently are not served together, nothing is fresh..i.e. you can easily tell it's all frozen food, the prices are astronomical on weighed food (especially taking quality into consideration). We can go to numerous places off compound and receive high quality food and service for half the cost), the cafeteria is clearly understaffed, and there appears to be zero management (at least quality management). The place is absolutely disgusting. This isn't a [REDACTED] issue either, it's a Sodexo issue. Take (b)(3) a look at [REDACTED]. These same things are being experienced at just about every building. It used to be (b)(3) hard to find a seat at lunch time at HQS. We are a vastly larger Agency today, yet it's pretty simple to get a seat now. That is very telling. The food and service is really bad. Something needs to happen to change this. Will not be buying food at any building, until I hear from others that are also disgusted, but gluttons for punishment, that things have changed.

Submitted By: [REDACTED] (b)(3)

From:

Sent:

To:

Cc:

Subject:

[REDACTED] (b)(3)

Wednesday, September 10, 2014 11:35 AM (b)(3)

[REDACTED] (b)(3)

[REDACTED] (b)(3)

Facilities Support Feedback Submission - FOOD Frustration/Opinion (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

Subject: FOOD Frustration/Opinion

Feedback: Hello,

I'd like to express my opinion on the Turkey Italian Wedding Soup that was offered yesterday. It was not good. Too salty. Tasted like Turkey noodle. PLEASE go back to the original with meatballs. Thank you!!

Submitted By: [REDACTED] (b)(3)

I would like to express my opinion on the Turkey Italian Wedding Soup that was offered yesterday. It was not good. Too salty. Tasted like Turkey noodle. PLEASE go back to the original with meatballs. Thank you!!

This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency without prior written consent of the FBI. This document contains neither recommendations nor conclusions of the FBI. It is the property of the FBI and is loaned to your agency; it and its contents are not to be distributed outside your agency without prior written consent of the FBI.

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, September 11, 2014 5:28 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Disappointing Meal at the ADR

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED]

Subject: Disappointing Meal at the ADR
Feedback: For the first time ever, I was served a completely unacceptable meal at the ADR. The date was Tuesday, 9 Sept. 2014 and the dish was Lamb ravioli. It was recommended by the server. When the plate arrived the pasta was dry and very tough no sauce and the meat inside was also dry and flavorless with little or no seasoning. I was so disappointed. Two of us ordered this dish and both were equally as bad. Everyone else's food looked lurious, as expected, but this was a very bad experience. It was like an assistant just "assembled" the meal and the chef had nothing to do with it.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, September 11, 2014 7:31 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] caff (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED]

Subject: [REDACTED] caff (b)(3)
Feedback: Please have your staff check expiration dates. I got a Starbucks Ice Coffee from [REDACTED] Cafeteria (b)(3) and it expired in July 14!!!!

Submitted By: [REDACTED] (b)(3)

(b)(3)

[redacted]

From: [redacted] (b)(3)
Sent: Thursday, September 11, 2014 8:36 AM
To: [redacted] (b)(3)
Cc: [redacted]
Subject: Facilities Support Feedback Submission - Coffee

(b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[redacted]
Subject: Coffee

Feedback: Two days this week when I went to get coffee at [redacted] at around 7:45, many of the coffee pots were empty. People were waiting around for them to brew. I would suggest that the staff anticipate that this is a big rush time for coffee drinkers. If there is not enough staff on duty to ensure that the pots are constantly full, you may want to add additional personnel.

(b)(3)

Submitted By: [redacted] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Thursday, September 11, 2014 9:25 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria (b)(3)

***** This message has been archived. Double Click the message to view the contents. ***** (b)(3)

[REDACTED]

Subject: [REDACTED] Cafeteria (b)(3)
Feedback: We are now required to open our food containers when checking out. [REDACTED] (the checkout lady) (b)(6) informed me that it was new policy to check to see that no one is stealing food. If you are so worried about the few people who are stealing food, why don't you go back to the clear containers and not make the rest of us feel like we're being interrogated while paying for our food.

On a side note too, [REDACTED] bedside manner is not the most hospitable. She'll regularly let the checkout line (b)(6) build up while wrapping cookies nearby or from running to the back to check on prices for the specials of the day.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, September 11, 2014 10:34 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Coffee in the New HQS Cafeteria

***** This message has been archived. Double-click the message to view the contents. ***** (b)(3)

Subject: Coffee in the New HQS Cafeteria

Feedback: First - I really love all of your changes to the HQS cafeteria - its well thought out and the food choices have both grown and improved. I especially like how there are more food items available by weight so that I can choose how much I want.

One big epic fail though is the new coffee configuration. There are now less coffee choices all crammed onto one countertop. I prefer the aspreto light roast - yesterday it wasn't even there so I had to have starbucks and today it ran out after I filled about a quarter cup and I tried the dark roast, which I don't like. Next, I'm on a low cholesterol diet... but I could find no skim milk for the coffee in either the big dispensers or in the little bottles outside - I had to walk all around the main cafeteria looking for it and eventually all the way over to the subway to find skim milk.

Anyway, I like what you've done... but I hope you find a better way to do the coffee to offer the same range of choices and keep the coffee and milk options stocked.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, September 11, 2014 12:18 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission -unsweetened tea (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: unsweetened tea

Feedback: I came down for lunch today only to find that the unsweetened tea I usually get from the fountain drinks was no longer there. I drink water every day but I like to have my tea at lunch. Can you explain why this was taken out of the fountain drinks?

Thank you.

Submitted By: [REDACTED] (b)(3)

I am sorry that you are having trouble with the fountain tea. We are currently experiencing a number of issues with our fountain equipment. I am sorry for the inconvenience this is causing you. I will keep you updated as soon as we have a resolution.

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(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, September 12, 2014 5:57 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Snacks for Purchase after 2 pm (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED]
Subject: Snacks for Purchase after 2 pm

Feedback: Hello,

Would the OHB cafeteria consider keeping some healthy snacks on hand that employees can purchase after 2 pm, when the cafeteria and most the eateries are closed. The snack items I'm referring to would be things you can't purchase from a vending machine, such as, fruit (either whole or fruit cups), sugar free jellos and puddings, cut up veggies with dip or hummus, to name a few. My suggestion would be to have these items available for purchase at Subway, which is open till 6 pm. I've seen the jellos, puddings, and veggies in the main cafeteria area sold as "grab and go" items. The concept would be the same except that those items could be purchased after 2 pm. It would be great to have more snacking options available instead of just looking for something healthy in the vending machines.

Thanks for your consideration.

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, September 18, 2014 10:01 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - New look cafeteria

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Subject: New look cafeteria

Feedback: Great job on the renovations. I did have a few observations that you may or may not be aware of.

- 1) Improved coffee access. During the mornings there's a backlog of people milling around the coffee area and it seems difficult to access. Perhaps moving green mountain back to it's original location near the registers?
- 2) Taco toppings access. It seems the taco area gets slowed down a bit when trying to access the rear toppings. If there were smaller middle sneeze guards, that may improve things, or flipping the rows of toppings 90 degrees to be perpendicular to the patron, vs parallel.

Thanks!

Submitted By: [REDACTED] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Friday, September 26, 2014 1:07 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Toss Up Staff and Food selection

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)
Subject: Toss Up Staff and Food selection

Feedback: I just wanted to provide feedback on the Toss Up staff and the salad for this week. I absolutely loved the Mediterranean Fattoush Salad. I wish FS could provide this salad every day, as I would certainly continue to get it. The staff was extremely professional and efficient. When the line got to be a little long, additional staff was added to help speed up the process. From my observations, it's a very popular selection and would merit a repeated offering. One week per month would be fantastic in my opinion. Thanks!

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED]
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: FW: Facilities Support Feedback Submission - cashier & bacon

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[REDACTED]
[REDACTED] (b)(3)
Thank you for your feedback. I will submit your comments to the Sodexo management team for evaluation.

Thank you,

[REDACTED]

(b)(3)

-----Original Message-----

From: [REDACTED] (b)(3)
Sent: Tuesday, September 30, 2014 9:11 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - cashier & bacon.

[REDACTED]
[REDACTED] (b)(3)
Subject: cashier & bacon

Feedback: 1. Why does the cashier at [REDACTED] not like to man her station? There have been NUMEROUS times when I have been standing at the register waiting to pay for my food and nobody is around to ring me up. I've walked around the cafeteria asking people if somebody can ring me up.

2. How can you possibly charge \$0.50 per slice of bacon?! That is ridiculous! It is a running joke in my office.

Submitted By: [REDACTED] (b)(3)

=====

Classification: UNCLASSIFIED

From: [REDACTED] (b)(3)
Sent: [REDACTED] Wednesday, October 01, 2014 11:11 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Mein Bowl - Green Bean Chicken

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

[REDACTED]

Subject: Mein Bowl - Green Bean Chicken
Feedback: I understand that this item has been removed from your menu , and I would like to strongly protest this decision. The green bean and seared chicken is a terrifically healthy dish. I believe it's being replaced by orange chicken; and as we all know, fried check is not good for one's arteries. Please reconsider this decision and keep the green bean chicken in a twice a month rotation.

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, October 02, 2014 10:08 AM
To: [REDACTED] (b)(3)
Cc:
Subject: FW: Facilities Support Feedback Submission - How to file a complaint about unsafe server?

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Classification: UNCLASSIFIED

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[REDACTED]
Thank you for your feedback. I will submit your comments to the Sodexo management team for evaluation and resolution.

Thank you,

[REDACTED] (b)(3)

-----Original Message-----

From: [REDACTED] (b)(3)
Sent: Thursday, October 02, 2014 7:32 AM
To: [REDACTED] (b)(3)
Cc:
Subject: Facilities Support Feedback Submission - How to file a complaint about unsafe server?

[REDACTED] (b)(3)

Subject: How to file a complaint about unsafe server?
Feedback: Yesterday, I spoke to the [REDACTED] food manager ([REDACTED] I think) about the employee working the noodle bowl station. He was replacing the flank steak tray and dropped the tongs into the underneath steam tray water. He then used the tongs from the steak fries tray to retrieve the tongs in the water, then put both of them back onto the trays without washing them! Another food worker was right there and said nothing. I mentioned this to a coworker and she said she has seen the same worker use his hands to take several sausages off of the breakfast bar and pop them in his mouth while working the line. Please take action on this.

(b)(6) (b)(3)

Submitted By: [REDACTED] (b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Thursday, October 02, 2014 10:19 AM
To: [REDACTED] (b)(3)
Cc:
Subject: FW: Facilities Support Feedback Submission - cafeteria

(b)(3)

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Classification: UNCLASSIFIED

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[REDACTED]

Thank you for your feedback. I will submit your comments to the Sodexo management team for evaluation and resolution.

(b)(3)

[REDACTED]

-----Original Message-----

(b)(3)

From: [REDACTED]
Sent: Friday, September 26, 2014 12:59 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - cafeteria

(b)(3)

[REDACTED]

Subject: cafeteria
Feedback: Taco bar has gone downhill. Sour cream is nearly impossible to reach because of the intruding sneeze guard, the salsas used to have variety, now they are only offering the cheap stuff, and the meat and beans seem pretty bland. The guacamole used to be real guacamole, now it's got some kind of filler that makes it runnier. Also, the most basic thing about hard shells is you bake them in an oven for a few minutes before serving to get them crispy. And the prices are high. Really disappointed, but not surprised. Sodexo fails to deliver, showing that the recent upgrades are merely lipstick on a pig.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Thursday, October 02, 2014 10:20 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: FW: Facilities Support Feedback Submission - Sodexo: Toss-Up Salad

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Classification: UNCLASSIFIED

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[REDACTED] (b)(3)
Thank you for your feedback. I will submit your comments to the Sodexo management team for consideration.

[REDACTED]

(b)(3)

-----Original Message-----

(b)(3)

From: [REDACTED]
Sent: Friday, September 26, 2014 1:14 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Sodexo: Toss-Up Salad

[REDACTED]

(b)(3)

Subject: Sodexo: Toss-Up Salad
Feedback: This week's Toss-up Salad station selection (Mediterranean Fattoush Salad) was excellent. I purchased it all five days. I would like to request that this Mediterranean Fattoush Salad be offered very frequently. If you cannot offer it every day, it would be great if you could offer it at least 1 week per month. Thank you!

Submitted By: [REDACTED]

(b)(3)

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Classification: UNCLASSIFIED

(b)(3)



From: [REDACTED] (b)(3)
Sent: Monday, October 06, 2014 7:51 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - sodexo

*****This message has been archived. Double-Click the message to view the contents. *****

Subject: sodexo

Feedback: [REDACTED] facility cash registers understaffed during all busy times. Not unusual for there to be only one or two staffed while lines are long, it normal for there to be 7-10 in line and at times 11 or more. (b)(3)

Self serve items not maintained. At breakfast, oat meal empty and not replenished in a timely manner. Scrambled eggs always runs out and there's a 5-15 minute lapse in availability.

Submitted By: [REDACTED] (b)(3)

[REDACTED]

From:

Sent:

To:

Cc:

Subject:

[REDACTED]
Monday, October 06, 2014 12:11 PM

(b)(3)

(b)(3)

(b)(3)

Facilities Support Feedback Submission - Suggestion for SODEXO in [REDACTED]

(b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED]
Subject: Suggestion for SODEXO in [REDACTED]

(b)(3)

Feedback: I do not know if there is someone we contact directly at SODEXO for a few suggestions but thought it would be a good idea for them to sell a SODEXO cup we could use over and over for discounts on refills. In addition do you know who we might be able to talk to for specific suggestions on Food we would like to see them carry.

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, October 07, 2014 12:14 PM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Kudos for New FoodStation for Those with Allergies

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: Kudos for New FoodStation for Those with Allergies
Feedback: [REDACTED] is a wonderful person who works in the Cafeteria and has helped me to ensure the chicken at the Salad Bar does not have soy or preservatives. She enthusiastically pointed out there was a new station that specifically has no soy and other allergens. I can now vary my lunch meals from the Salad Bar, which I always enjoy! Thank you for this move to help those who cannot have soy, other allergens, and no preservatives. May I recommend that the extra virgin Olive Oil at the salad bar be clearly marked. Some bottles are not labelled. It is unfortunate that there is now an Olive Oil blend which normally has soy. Best wishes and thanks again!

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] cafeteria (b)(3)

Tuesday, October 07, 2014 12:14 PM

*****This message has been archived. Double-click the message to view the contents.***** (b)(3)

Subject: [REDACTED] cafeteria (b)(3)

Feedback: The line to pay in the cafeteria goes all the way out the door and is at least 30 people deep. Why would they build a building this large and have a cafeteria that small with one cashier? Have you seen [REDACTED]? It's twice as big with 5 cashiers. What happens when [REDACTED] goes in? I think you have a major problem on your hands here. There is no way we will all even fit in that cafeteria and will never be able to pay before our 30 minutes is up.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, October 07, 2014 1:05 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Noodle Bowl (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: Noodle Bowl

Feedback: I wanted to let you know that I purchased a noodle bowl last Friday which was way too salty to eat. I had everthing in it, beef and beef broth. It was so salty I couldn't eat it at all. As an FYI - I get these bowls almost every week and this is the first time I ever got one too salty to eat. I feel like it was a waste of money for me. Almost \$7 for something I couldn't eat.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Wednesday, October 08, 2014 1:15 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Food prices

*****This message has been archived. Double-Click the message to view the contents.***** (b)(3)

[REDACTED]

Subject: Food prices

Feedback: Hello,

I just spent \$7, well \$6.99 to be precise because I couldn't even get a stamp on my little \$7 rip-off rewards card, on a large drink and 4 chicken fingers. This works out to well over \$1 per chicken finger. Is this accurate? To me that is incredibly high, like prices you would expect at FedEx field high.

Submitted By: [REDACTED]

(b)(3)

(b)(3)



[REDACTED] - [REDACTED]

From: [REDACTED] (b)(3)
Sent: Wednesday, October 08, 2014 4:38 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Food Service

(b)(3)

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*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Food Service

Feedback: I think we should have some sort of fruit stand. We can put it next to Red Mango. It doesn't have to be big. It can sell organic apples, mangoes, bananas, kiwis, grapefruit etc. Hopefully other CIA officers share my enthusiasm for organic fruits from a stand.

Submitted By: [REDACTED] (b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Thursday, October 09, 2014 8:18 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Weighing food unreasonably expensive

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED]

Subject: Weighing food unreasonably expensive
Feedback: Good morning,

I have observed that the practice instituted a few years ago of weighing food in the cafeteria hot bar leads to food being overpriced. Things like rice and potatoes are heavy, typically cheap, foods that become very expensive when weighed. Additionally, foods like tacos that have a lot of toppings (again typically cheap toppings like lettuce, tomatoes, and cheese) are more expensive when weighed than they would otherwise be. For example, I recently returned from leave to find that the taco bar was now part of the hot bar and is weighed. Before I went on leave there was a special deal for three tacos, a side, and drink that would cost between \$6.50-\$8.00 depending on choice of meat. I bought the same meal yesterday, minus the side, from the hot bar and it cost more than \$10.00. That's a chipotle price for cafeteria tacos. The weighing system leads to overpricing and I would urge the agency to negotiate a different arrangement when the current food contract expires.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED]
Sent: Thursday, October 16, 2014 1:40 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Dunkin Donuts Hot Chocolate

(b)(3)

(b)(3)

*****This message has been archived. Double-click the message to view the contents.***** (b)(3)

[REDACTED]
Subject: Dunkin Donuts Hot Chocolate
Feedback: Dear colleague,

I'm not sure if this should be directed to you, so please advise if this needs to go elsewhere. I think the Dunkin Donuts at HQ needs to recalibrate their hot chocolate machine to account for people who don't ask for whipped cream. I just ordered a medium hot chocolate, and the machine only filled it up a little past halfway (I guess figuring I wanted half a cup of whipped cream on top, which I didn't). When I asked the lady to fill the cup up more, she said she couldn't because the machine was set up a certain way, and pressing the "fill" button again would cause an overflow with my cup. I realize this is a first-world problem, but still...it's a little annoying when you order a medium hot chocolate (and pay for it), and then get a cup that's not full.

Thanks for hearing me out.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Tuesday, October 21, 2014 8:40 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Poor Food Service at [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

[REDACTED]

Subject: Poor Food Service at [REDACTED] (b)(3)
Feedback: Where/how do we submit complaints about the food service at [REDACTED]. In the last two weeks (b)(3)
they following has been observed; (b)(3)
They haven't had bacon, ham or rye beard during lunch hours
They've run out of the hot food before 1:00 even though lunch is served until 2:00
The only milk they've had is skimmed
They have no half and half
The bagels are kept for days by refrigerating and they're stale
Sodas are often not restocked
Only one cashier making long lines
Can't wait to see how they can drop the ball next

Submitted By: [REDACTED] (b)(3)

(b)(3)



From: [REDACTED] (b)(3)
Sent: Friday, October 24, 2014 7:55 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Mislabeled Breakfast Burrito (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

[REDACTED]
Subject: Mislabeled Breakfast Burrito

Feedback: Good day:

This morning, I purchased what I believed was a veggie burrito - the label on the foil wrap stated veggie burrito. I returned to my office and unwrapped the breakfast burrito and started to cut it up. I then noticed that there was sausage throughout the burrito. I did not go back down to the cafeteria - it really wasn't worth my time - I had to return to my desk to get back to work. I just want you to be aware that the breakfast burrito that I purchased was not labeled correctly - I had to pull out all the sausage from the burrito - I do not eat sausage. I hope that the food services personnel is a bit more careful in the future when they are labeling the food - there are many of us who cannot eat certain foods due to allergies or other food issues.

Thanks. [REDACTED] (b)(3)

Submitted By: [REDACTED] (b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, October 27, 2014 9:50 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Sodexo Menu

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED]
Subject: Sodexo Menu

Feedback: Having the ability to see each week's menu is very convenient. It would be nice if the menu were posted the Friday before the week it starts, so people could plan ahead and know what is being offered next week.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Unsanitary Practices at the HQS Cafeteria

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: Unsanitary Practices at the HQS Cafeteria

Feedback: With whom can I talk to or email regarding repeated unsanitary food handling practices by cafeteria workers?

Submitted By: [REDACTED] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Memo for [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

[REDACTED]

Subject: Memo for [REDACTED] (b)(3)
Feedback: GM, [REDACTED] (b)(3)
I don't know if you all are aware. However, I tried pulling up the menu [REDACTED]. The menu is (b)(3) not found [REDACTED]. All the other menu's appear except [REDACTED]. Please advise, thank you. (b)(3)

Submitted By: [REDACTED] (b)(3)

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, November 04, 2014 12:52 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Food Services at [REDACTED] (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

Subject: Food Services [REDACTED] (b)(3)
Feedback: Today I experienced yet another unacceptable encounter with the food services personnel at the [REDACTED] Cafeteria and decided it was time to submit a complaint. With the exception of the young man at the sandwich station, the entire staff is rude and inattentive. There are too many instances to recall but today I witnessed and was yet again the recipient of bad service. The man at the grill who was being reprimanded by the manager for making a person wait 15 minutes for a hamburger, and for not having another person's hamburger on the grill, who had apparently been waiting a long time. When she walked away he rolled his eyes at those of us in line and shook his head, then mumbled something. Never asked me what I wanted so I told him. This is a common occurrence with the individual who was recently hired and who replaced [REDACTED] who was a fabulous server and so personable to everyone he served. My second complaint is with the cashier. She literally has the same look on her face every day that reads, "You are annoying me". She is rude, absent from her station most of the time and people are left to wait for her to return. Today took the cake. I stated what I had ordered, she pushed keys on the register, I swiped my Freedom Pay and it didn't work. I knew I had plenty of funds, so I stated I don't think the machine is working, she never said a word so I swiped again and again no response from her. She then began to aggressively pound the keys on the register and then slapped the top of the register as if I knew what that meant. I stood there waiting for instructions and then she pointed to the Freedom Pay machine, so I swiped again and it worked. I walked away thinking if this was any one of us, contractor or staff that behaved this way on a continual basis we would be severely reprimanded or fired. On a daily basis I hear multiple complaints about the service at [REDACTED] There are people who literally walk to [REDACTED] to avoid the service at [REDACTED] My question is why is this not being addressed? I have worked in several other Agency and non-agency buildings and have never received such poor service.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From:

Sent:

To:

Cc:

Subject:

[REDACTED] (b)(3)

Wednesday, November 05, 2014 12:27 PM (b)(3)

[REDACTED] (b)(3)

Facilities Support Feedback Submission - Today's Soup at HQs

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: Today's Soup at HQs

Feedback: Just a quick note to compliment the roasted corn and potato soup with ham today. It was so good! Not too much thickener in the broth, which made all the difference. Look forward to seeing it on the menu again.

Thanks so much,

[REDACTED]

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, November 06, 2014 6:36 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Waffle makers (b)(3)

*****This message has been archived. Double-Click the message to view the contents.***** (b)(3)

Subject: Waffle makers

Feedback: Hi, I wanted to ask about the waffle makers that used to be in the cafe fro breakfast before all the renovations. They dont seem to be there anymore and have been substituted by what appear to be nothing more than frozen eggo waffles and toaster pancakes, both of which are a definite downgrade.

(b)(3)

(b)(3)

Submitted By: [REDACTED]

From: [REDACTED] (b)(3)
Sent: Wednesday, August 20, 2014 7:12 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Food svcs Dunkin Donuts sub w/o notice! BBP

*****This message has been archived. Double-Click the message to view the contents.***** (b)(3)

Subject: Food svcs Dunkin Donuts sub w/o notice! BBP
Feedback: This morning DD substituted their awesome hash-browns for those awful ones at BK without even notifying any of the customers.

I believe the cost of DD hash browns are more than those at BK, yet every customer who ordered HB from DD today were charged the Dunkin price and served the Burger King hash browns.

It was a huge disappointment upon opening the bag and seeing the hash browns substituted for those God-awful things from BK.

It is typical business practice in the food industry to make your customers aware of any substitutions. The customer should be TOLD before ordering and paying. The price should also reflect the poorer quality product.

I am sure I will not be the only one complaining about the DD hash browns today. Not to be dramatic, DD hash browns are the crowning glory of a DD breakfast!

Can someone please look into this? I nor anyone else should over pay for a lesser quality substitution, nor should they be surprised that this occurred in the first place once they open the bag.

Thanks,

[REDACTED] (b)(3)

Submitted By: [REDACTED]

(b)(3)

Facilities Support Feedback Submission - Pest Control Needed in Subway Restaurant

From: [REDACTED] (b)(3)
Sent: Monday, August 18, 2014 4:25 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Pest Control Needed in Subway Restaurant (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

(b)(3) (b)(3)

Subject: Pest Control Needed In Subway Restaurant

Feedback: I noticed about 25 or so flies hanging around and landing on the back wall of Subway by the stand of chips on 18 August 2014 around 12:15pm. I wanted to know how to request pest control services for that area to investigate the problem.

Submitted By: [REDACTED] (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

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(b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, August 18, 2014 10:27 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Re-Served Food

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Re-Served Food

Feedback: Is the food saved and re-served on a later date??? On 18Aug14, the pork sausage patties, looked rehashed. Also they were burned so badly that they needed tp have been tossed and the preparer start over again.

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, August 18, 2014 10:22 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Dirty Tables/Chairs in Cafeteria

***** This message has been archived. Double Click the message to view the contents. *****

New Feedback submitted. Please login to the Facilities Support iMaestro administrator to view.

Subject: Dirty Tables/Chairs in Cafeteria

Feedback: the tables/chairs in the cafeteria are filthy. someone used to wipe them down but now it seems that that is not happening. there is food/stains on the tables/chairs on most of the tables at the end of the cafe near the dunkin donuts. thanks for looking into this for me.

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, August 18, 2014 10:20 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Condiment Counter

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Condiment Counter

Feedback: On Monday, 18Aug14 the condiments counter across from Burger King was filthy!!!. I could see if this was late in the day, but this was first thing in the morning. It appeared to have been left like that over the weekend.

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, August 12, 2014 11:53 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria [REDACTED] (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

(b)(3)

Subject: Cafeteria @ [REDACTED] (b)(3)
Feedback: I know the building is new and food service at some point will get better (I hope). Being here less than three weeks have me bring my breakfast and lunch...A feat that has not been done in 50 yrs. The tuna is runny, the pickles are dried out. The food (meat) on the hot bar is cut so thick. I can't remember the last time I had turkey meat that was cut an inch thick. No fried eggs, the hard boil eggs awful. How can you mess up hard boil eggs?

Submitted By: [REDACTED] (b)(3)

(b)(3)

From:

Sent:

To:

Cc:

Subject:

Wednesday, August 06, 2014 1:29 PM

(b)(3)

(b)(3)

Facilities Support Feedback Submission - Increased prices for less food

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Increased prices for less food

Feedback: As someone who can't eat gluten or dairy, there are very limited dishes I can eat in the HQS cafeteria.

Generally, I bring my own lunch for that very reason. When I can't though, I've always relied upon the (very tasty) pho bowl. Over the years I've watched the toppings shrink and the price increase.

Upon returning this week to WMA however, I was very frustrated to find that now, in addition to paying over \$7 for the dish, the preparer is now weighing the meat to be UNDER 1/4 lb INCLUDING the weight of the measuring dish. Basically, we now get about 3-4 small pieces of chicken in a pho dish and are charged almost the same as what we would be charged at pho places outside for literally twice as much food.

The new renovations are nice; for those who can eat more of the nutritious food, too, I'm happy for them. But if the result means driving prices and skimping on quality and quantity, I'd rather have the old cafe back with ONE DISH I can actually afford to purchase and can consume with my dietary restrictions.

Submitted By:

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, August 05, 2014 12:01 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cutbacks affecting gluten sensitivity sufferers (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Cutbacks affecting gluten sensitivity sufferers

Feedback: The HQ cafeteria used to have more options that made it quite possible for those suffering from gluten allergies and sensitivities to fill up on a good meal. The cutbacks Sodexho has stealthily instituted have made it much harder. For instance, a severe rationing this week of the meat allowed in the noodle bowls has made it impossible for an adult male to get a filling lunch from a rice noodle bowl. The amount of meat included is ridiculously small. Another example is the inability now to get custom sandwiches made with wraps, which have less gluten than the breads on offer. One has to choose from a very set menu of wrap options, which are much more expensive. I'll also note that the Mongolian Grill option that we used to have, and which they still have at [REDACTED] was a great way for gluten sensitive people to have a filling and delicious lunch. At HQ, things are getting very sparse indeed, making it hard for those who want to limit gluten!

Submitted By: [REDACTED]

(b)(3)

From:

Sent:

To:

Cc:

Subject:

[REDACTED] Monday, August 04, 2014 11:52 AM

[REDACTED] Facilities Support Feedback Submission - CAFETERIA workers eat first?!

(b)(3)

(b)(3)

***** This message has been archived. Double-click the message to view the contents. *****

Subject: CAFETERIA workers eat first?

Feedback: What is the policy regarding the CAFETERIA worker eating ahead of the workforce? Today esp, at 11:45 we wound up standing around waiting to get new buffet trays of food brought out because 'the workers' as we overheard had 'been at it'. Can you clarify?

Submitted By: [REDACTED]

(b)(3)

The subject message was sent to [REDACTED] on [REDACTED] and is part of a larger document. All text contained in this document is unclassified.

Approved for Release: 2016/05/23 C06460910

From: [REDACTED] (b)(3)
Sent: Tuesday, July 29, 2014 12:31 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria Improved Food Choice and Quality (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: [REDACTED] Cafeteria Improved Food Choice and Quality (b)(3)
Feedback: PLEASE KEEP MY NAME ANONYMOUS. Please give my compliments to "TODAYS" 7/29 Chef for [REDACTED] (b)(3). The roast beef and roast pork were perfectly cooked juicy and delicious. Even the rice was perfectly (b)(3) cooked and flavorful which even OHB cafeteria fails to cook rice right. I suspect that the usual Chef was (b)(3) not in today, because since our move to [REDACTED] a month ago, we have had nothing but dried, overcooked (b)(3) food and had no flavor. Even the Food selection was plain and uneventful. Many times I have seen (b)(3) customers complain and throw away inedible food from [REDACTED] cafeteria. Even soup served has the (b)(3) consistency of jelly. Please thank todays Chef for giving us a reprieve from our daily inedible culinary choices which costs us money.

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, July 29, 2014 12:23 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cuisine on Tuesday, 29 July 2014

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Cuisine on Tuesday, 29 July 2014

Feedback: Just wanted to compliment the chef for the lunch which was served on Tuesday. I tried the rice, broccoli/pepper dish, and the pork. All of it was delicious and tastefully seasoned. I really enjoyed it. Yesterday, Monday, 28 July, I tried the vegetable lasagne but did not enjoy it. The cheese on it was rubbery and regardless of how long I chewed it, it never became soft enough to swallow. The cost of the lasagne portion came to \$4.99. I feel it was a waste of \$\$ because I could not finish eating it and ended up throwing half of it away.

I heard several compliments regarding today's menu though. Keep up the good work.

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Tuesday, July 29, 2014 11:37 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Why is

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Why is
Feedback: Why is spinach leaf offered at the HQ and [REDACTED] cafeterias as part of the salad bar but not at [REDACTED]? Cafe management at [REDACTED] says it is because it is too expensive which doesn't make sense as it is offered at the other locations. (b)(3) (b)(3) (b)(3)

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, July 29, 2014 11:29 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Breakfast Pricing in [REDACTED] Cafeteria (b)(3)

*****This message has been archived. Double-Click the message to view the contents.***** (b)(3)

Subject: Breakfast Pricing in [REDACTED] Cafeteria (b)(3)
Feedback: I purchased 2 eggs, with vegetables and cheese this morning for breakfast in the [REDACTED] cafeteria. Upon paying for my meal, I was told that I would be charged \$0.40 per type of vegetable I had. I had tomatoes, onions, and peppers, so I was charged \$0.40 for each. I have never incurred a triple charge when purchasing the same meal at other Agency facilities, so I am confused as to the pricing structure at [REDACTED]. Any assistance in understanding this process would be appreciated. (b)(3)

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, July 18, 2014 12:42 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] grill cook (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: [REDACTED] grill cook (b)(3)
Feedback: When ordering an item, the reply I dont feel like making that is not an option! Saying go try the fish & chips and server yourself has me very mad. I just wanted frys, had I served myself I would have had to weigh the frys vs paying a flat fee..

Very unhappy with the service I am getting these days.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, July 16, 2014 7:37 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafe Needs a Grill. (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

Subject: [REDACTED] Cafe Needs a Grill

Feedback: The [REDACTED] cafe needs a grill! We need grilled cheese sandwiches, hamburgers, eggs cooked to order, omelettes. Please consider adding what has become a standard feature throughout most cafeterias. Thank you!

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, July 15, 2014 4:11 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: [REDACTED] Cafeteria (b)(3)
Feedback: Hi, I would like to know if the [REDACTED] Cafeteria could have plastic bags to carry food. All other agency buildings have it. Sometimes the food containers can become cumbersome and having a bag to carry food makes it easier. ~~and~~ Also, I would like to request more of the turkey wraps that are in the small boxes located in the refrigerated section of the cafeteria where the milk and sodas are. Some people want lunch food for lunch instead of hot bar food. The other day the lady on the cafeteria staff said that they only got 4 turkey wraps and that was it. [REDACTED] is a large building and more and more people are filling up the building. We need to have vending machines working (or a contact person in the agency) and enough variety so that we won't feel that we need to go out to get food. Also I hear CIAU is moving to [REDACTED] so there will be more persons here and if the staff is not prepared that can be an issue. Just saying. Bring in more turkey wraps! Yummy! (b)(3) (b)(3)

Submitted By: [REDACTED] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Tuesday, July 15, 2014 9:22 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Sodexo Feedback

*****This message has been archived. Double-Click the message to view the contents.*****

Subject: Sodexo Feedback

Feedback: Is there a place to provide Sodexo feedback? The [REDACTED] cafeteria is never properly stocked. Essentials like salt, napkins, coffee sleeves, creamer, dark roast coffee, yogurt, etc. These are not exotic items nor items you cannot figure out how much you need. It's gotten worse over time.

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, July 02, 2014 2:11 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria; Restroom Water (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: [REDACTED] Cafeteria; Restroom Water (b)(3)

Feedback: The tables in the cafeteria are disgusting. I saw a paper cup sitting on a table Monday and it's still there today. The tables are filthy dirty. I checked 20 tables before I found one that didn't have crumbs or crud on it. And this is at 11 a.m. My husband said his office tried to have a gathering and couldn't find a table. This is an ongoing problem and I'm tired of cleaning the tables. I complained about this when I was assigned this building before (I recently returned) so apparently no one is holding the right people accountable. The restroom water is very nearly scalding hot. I heard from [REDACTED] that they (b)(3) know this is a problem. Fix it already or turn the heat OFF. This has been a problem for years also. And while I'm at it, why does it take days for napkins to be refilled in the cafeteria dispensers....and why should only one soap dispenser work in the restrooms?

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: [REDACTED] Facilities Support Feedback Submission - Weighing bacon - suggestion

(b)(3)

* * * * * This message has been archived. Double-click the message to view the contents. * * * * *

Subject: Weighing bacon - suggestion

Feedback: Hi FS,

I put in a suggestion last month about changing how bacon is priced and have heard nothing back. I was wondering if it had been given any consideration and would like an update if possible. Thanks! [REDACTED] (b)(3)

Submitted By: [REDACTED]

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, June 24, 2014 5:12 PM
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - drink prices

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: drink prices

Feedback: Some prices seem abnormally high. Specifically, the Monster energy drinks in the fridge section are almost \$3.50 after tax, but in the vending machines they are \$2.00. I can understand small mark ups, but this is approaching a 100% markup. Is there an error?

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, June 23, 2014 8:45 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Recycled Old Oatmeal

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Recycled Old Oatmeal

Feedback: Today is Monday and I went down to the cafeteria at [REDACTED] around 7:30 am and saw the oatmeal container about 1/4 full with what looks like old dried oatmeal along the side of the bin.

It doesn't look like the oatmeal was newly made and I would be surprised to hear that 3/4 of the oatmeal was consumed in one hour on a Monday morning.

Does FS recycle old oatmeal?

It looks pretty disgusting..

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, June 19, 2014 12:26 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Food Service

***** This message has been archived. Double Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Food Service

Feedback: I returned a piece of chicken because there were feathers on the chicken. I told the person who provided the chicken that there were feathers on the chicken and she said "Doesn't all chicken have feathers on it". I replied, "Only live chickens should have feathers". I am writing because I don't know if she was joking but chicken should be properly cleaned and there SHOULD NOT be feathers left on chicken after cleaned and cooked. I wanted to bring this to your attention just in case she believed otherwise. I'm not trying to get anyone in trouble. I do ask that you ensure the food is washed and cleaned before serving.

Submitted By: [REDACTED]

(b)(3)

**From:****Sent:****To:****Cc:****Subject:**[REDACTED] (b)(3)
Monday, June 02, 2014 7:30 AM

[REDACTED] (b)(3)

[REDACTED] (b)(3)

Facilities Support Feedback Submission - "Starbucks" coffee made by Sodexho

*******This message has been archived. Double-click the message to view the contents.*********Subject:** "Starbucks" coffee made by Sodexho

Feedback: At the Starbucks urns near Subway, I go to the "extra bold" French Roast urn for strong coffee, but it's consistently weak. This morning it was like dark water. Worse, the cashier at the Burger King line at 0715 charged me 2.07 for a Grande, and when I asked when the price rose from 2.01 to 2.07, she said, it's been 2.07 for a very long time. I told her I've been paying 2.01 for weeks, as recently as Thursday. This is really poor service. I'd like a response.

Submitted By: [REDACTED]

[REDACTED] (b)(3)

[REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, May 30, 2014 12:36 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Cafeteria - Bacon accounting

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Cafeteria - Bacon accounting

Feedback: I don't eat much bacon, mostly because buying bacon means using an additional container. The cost is not really an issue to me.

So I started thinking... rather than charging for bacon by the rasher, charge by a combination of weight and quantity.

Instead of \$.50 per strip of bacon, just throw it in with the rest of the food and weigh it. If we calculate how much bacon weighs (on average) we might end up charging \$.35 per strip of bacon... PLUS the weight. It would mean only one container for people buying breakfast, providing us the following benefits:

1. Fewer containers used means fewer that need to be purchased.
2. Fewer containers used means less trash.
3. Less trash means trash cans don't fill up as quickly, meaning less manpower spent on emptying trash cans.

Customers would simply let the cashier know that they had X number of strips of bacon, put it on the scale. The weight of the bacon, plus some new price (35-40 cents I imagine) would result in the same amount of money and reduce the cost of packaging and trash pickup.

Please feel free to contact me to discuss further. Let's save the planet, one unnecessary bacon container at a time!

[REDACTED]

(b)(3)

Submitted By: [REDACTED]

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Wednesday, May 21, 2014 3:21 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria at [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. ***** (b)(3)

[REDACTED]

Subject: Cafeteria [REDACTED] (b)(3)

Feedback: Is it possible to have someone with Food Service expertise come do an unannounced walk through of the [REDACTED] cafe? I have been working here for about six months now and it is the worst Agency food service facility I have used in my 9 years of serving in the WMA. Today the lettuce in my salad from the "grab & go" cooler was frozen. Last month the chili seemed to have been made from cans of tomato soup with ground beef (not much) and beans. The chicken noodle soup is noodle, no chicken. My team and I all feel there is a distinct lack of flavor. If you don't use seasoning, could you make it available so we could add more than just salt and pepper to our meals? At least 50% of the time I wait for a couple minutes to have a cashier (the chef?) ring me up. There are no large salad bowls except the to go clamshells. The light keeping the fries/etc warm doesn't do a good job - luke warm at best. I believe a good walk through would identify many areas that could be improved.

Submitted By: [REDACTED] (b)(3)

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

[REDACTED]
[REDACTED]

Facilities Support
Feedback Submission

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[REDACTED]

From: [REDACTED] (b)(3)
Sent: Tuesday, May 20, 2014 1:59 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Cafetaria-Made to Order Deli

***** This message has been archived. Double-click the message to view the contents. *****

[REDACTED]

Subject: Cafetaria-Made to Order Deli

Feedback: Please consider adding more vegetables to the deli bar. I am a vegetarian and have noticed that there is currently only 3 vegetables for sandwiches (tomato, lettuce, onion). Today, the special included avocados and I was told I could not include that on any non-special sandwich (however, the special had meat). Suggestions for every-day inclusion: avocado, green peppers, banana peppers, pickles, cucumbers, hummus, etc. Thank you for your consideration.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, May 14, 2014 11:47 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Large bowls in the servery (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Large bowls in the servery

Feedback: To whom it may concern:

I recently noticed the large (~6" diameter) black styrofoam bowls have stopped being stocked in the servery.

I'm not sure of the reasoning behind this decision, but figured I would take a moment to let those in the decision making seat know that they're missed and, if possible, would like to see them stocked again.

Thanks for your efforts.

[REDACTED]

(b)(3)

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, May 13, 2014 9:46 AM
To: [REDACTED]
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Possible Fraud by Sodexo Cashier

(b)(3)

(b)(3)

***** This message has been archived. Double-click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Possible Fraud by Sodexo Cashier

Feedback: I had an odd/suspicious experience this morning (5/14) at 7:35 AM with the cashier working the single registry across from the Burger King (Asian Woman). I approached the cashier with a large Starbucks coffee. I waited for her to ring me up so that I could see the price but she simply told me that it was \$2.33 without entering data into the register. I gave her the exact amount, which she placed on the side ledge of the registry. There was another customer behind me and she subsequently rang that person up (i.e. never entered my sale price into the register)...as an aside, I noticed that she was looking intently at my badge as I approached the register (I assume to see if I had a "freedom pay" tag). I can't say that she committed fraud but it was an unusual experience.

Submitted By: [REDACTED]

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Tuesday, May 06, 2014 1:00 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria getting rid of the only thing I drink (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Cafeteria getting rid of the only thing I drink

Feedback: Due to health reasons, I cannot drink anything with caffeine in it. I only drink Caffeine Free Diet Coke. I was just told today that the cafeteria and store is getting rid of the only place I can get CF Diet Coke. I now have to plan on bringing my own in from home....another reason to not spend money in the cafeteria. I cannot locate the suggestion box. If they are going to take it out of the cafeteria, they should at least put it in the machines. First they raise prices and now they are reducing selection. If you look at the store's selection on any day....the Pepsi selections are full..but the Diet Coke is always very low or out. They should be providing what people buy. It is a shame.

Submitted By [REDACTED] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Tuesday, May 06, 2014 11:00 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Plastic silverwear in cafeterias

*****This message has been archived. Double-click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Plastic silverwear in cafeterias
Feedback: The Smithsonian cafeterias are now using only compostable plastic silverwear that breaks down quickly. It's made by a company called World Centric. Considering how much plastic waste we create at CIA that cannot even be recycled, I think it would make a huge difference if we switched to something like that. We probably add thousands of non recyclable plastic spoons, etc per day to local landfills. Thanks!

Submitted By: [REDACTED] (b)(3)

(b)(3)

~~Facilities Support~~

From: [REDACTED] (b)(3)
Sent: Friday, May 02, 2014 2:07 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Red Mango Closing Time

***** This message has been archived. Double Click the message to view the contents. *****

New Feedback submitted. Please login to the Facilities Support iMaestro administrator to view.

Subject: Red Mango Closing Time

Feedback: I have noticed that the person operating the Red Mango kioske habitually closes up much earlier than 5:00. I have been down there on occasions around 4:45 and the machines were completely turned off and all the ingredients (toppings) were put away. I went down yesterday at 4:15 and all the toppings were put away except for about two. If you're going to operate a business and the closing time is 5:00, then customers should expect to be able to order regular menu items up until that time.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, May 01, 2014 1:02 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] food service (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: [REDACTED] food service (b)(3)
Feedback: I have made numerous complaints concerning the food service, I have been asked to meet and speak with people concerning this (even offered a free lunch), spoke with people on the phone, and received email responses saying that there will be managers checking in on my complaints but things continue to get worse for me.

At 11:15 I went down to the cafe with a co-worker. Due to [REDACTED] I am limited on the choices here (b)(6) [REDACTED], mostly salad and occasional vegetables or I can get something from the deli with no bread. One (b)(3) problem that I seem to find is that the person that works the deli is also in the back washing dishes and cleaning during the prime lunch time.

That was the case today. I stood at the deli area for nearly 2 mins waiting. Finally the lady at the cash register told me to ring the bell. It is 11:15, should there not be someone available without me having to ring a bell. She walked over between customers to show me the bell, guess what, no bell. So she went back to the cash register. At that time I left and went to the vending machine for a soda and chips and the guy behind me walked out and I saw him later walking through the parking lot with a bag from Popeye's.

On Wednesday there is a Special salad but whoever is working the deli is the one that has to fix the salad. There are times I would like a burger without the bun but I don't have time to stand in the deli line to get up the worker to ask for a burger and then wait for it to be cook while the worker makes deli sandwiches. I did this once and received an extra well well done patty that could not be eaten. I have purchased a hamburger that is made up ahead of time but found that the bun was stuck to the patty and therefore I could not eat it.

I am aware there is cost issues in have extra workers but good service will give you more customers to make up the difference.

I do not need you to respond back to be concerning this I just need to vent.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, May 01, 2014 12:23 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Abysmal Service at the sandwich stand

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Abysmal Service at the sandwich stand

Feedback: I am complaining about the abysmal and confusing service at the sandwich stand at the new food court. The staff is fine, I do want to be clear, but there is no clear line at this station, it's confusing who is being served. The person behind the counter when I was just there was only helping a line on one side, so I got in that line when the server stopped serving that line and started serving the other line that had just formed where every single person in that line had arrived after me. This is very disappointing and highly frustrating. This is a very slow food station and I do not enjoy spending my lunch half hour standing in line for food only to have people jump in line ahead of me.

Submitted By: [REDACTED] (b)(3)

I am writing to you to express a concern about the service at the sandwich stand at the new food court. The staff is fine, I do want to be clear, but there is no clear line at this station, it's confusing who is being served. The person behind the counter when I was just there was only helping a line on one side, so I got in that line when the server stopped serving that line and started serving the other line that had just formed where every single person in that line had arrived after me. This is very disappointing and highly frustrating. This is a very slow food station and I do not enjoy spending my lunch half hour standing in line for food only to have people jump in line ahead of me.

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[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, April 28, 2014 3:54 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Mein Bowl

***** This message has been archived. Double-click the message to view the contents. *****

Subject: Mein Bowl

Feedback: The food is terrible! I've had cheap Asian food before, but this is the worst. It's not even really Asian. Did anyone taste the food before hiring these people? Their staff is rude too.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, April 23, 2014 7:41 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Unsatisfactory breakfast sandwich

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Unsatisfactory breakfast sandwich

Feedback: I made the unfortunate decision to purchase a egg and cheese breakfast sandwich. When I got back to my desk and opened it there was some black gunk all over the inside of the wrapper. It actually looked like melted chocolate or something else I won't bother mention. Isn't there any quality control? The sandwich was quickly thrown away.

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, April 22, 2014 1:55 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - sandwiches

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: sandwiches

Feedback: Friday I purchased a sandwich with chips and a 32 oz tea which cost me \$5.75. Today I purchased the exact same sandwich with chips and a 32 oz tea and it cost me \$6.41. I know the prices have gone up but it is becoming frustrating to have a different price each time. I didn't want to say anything because I'm not sure what the actual price is for this particular item. I would like to know the actual price in case this comes up again when I pay for my lunch.

Thank you

(b)(3)

Submitted By: [REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, April 16, 2014 7:59 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Dunkin Donuts - [REDACTED] (b)(3)

*****This message has been archived. Double Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Dunkin Donuts [REDACTED] (b)(3)
Feedback: Today a large coffee price increased 10% ; quite a substantial increase; that's acceptable IF the increase is accompanied by prompt service; suggest adding service personnel at DD for AM rush AND create a coffee ONLY line as well; 0730 this AM there were 2 service people; and a backup of 30 customers waiting in line.

Submitted By: [REDACTED] (b)(3)

(b)(3)

PAGE TWO OF THE ORIGINAL DOCUMENT

From:**Sent:****To:****Cc:****Subject:**

[REDACTED] (b)(3)

Monday, April 07, 2014 10:38 AM (b)(3)

[REDACTED] (b)(3)

Facilities Support Feedback Submission - Wraps no longer offered in sandwich line (b)(3)

(b)(3)

*****This message has been archived. Double Click the message to view the contents.*****

Subject: Wraps no longer offered in sandwich line**Feedback:** Good morning - I just wanted to write and request that wraps be re-introduced in the sandwich line. When the second side of the cafeteria re-opened a few weeks ago, wraps and mozzarella cheese are no longer regular items in the sandwich line. When I complain to the staff there, they indicated that they receive upwards of 10 requests a day for wrapped sandwiches and they do not know why they are no longer an option. Please bring them back!!!**Submitted By:** [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, March 28, 2014 4:36 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Fridays during Lent

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Fridays during Lent

Feedback: Could you please have more cheese pizzas ready on Fridays during Lent.

Submitted By: [REDACTED] (b)(3)

Not PII - Information is fully exempt from disclosure

From: [REDACTED] (b)(3)
Sent: Thursday, March 27, 2014 12:27 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Food service/quality (b)(3)

***** This message has been archived. Double Click the message to view the contents. ***** (b)(3)

Subject: Food service/quality [REDACTED] (b)(3)
Feedback: I don't eat in the cafeteria often basically because of the presentation and the quality of the service. When I arrive at the building, [REDACTED] I get a cup of coffee. Even this is a challenge sometimes all the pots are empty or missing, you never know if you will have any choice other then regular coffee and not because it ran out but because this is the only one made the other pots you can tell have nothing in them. There may be cups, maybe lids you just never know. The hot bar for breakfast is lacking also, the eggs are never stirred up or broken up, there maybe potatoes they may have seasoning on them or not or way too much, bacon you pay per strip well most of the time it is crumbles so how do you do it then. The pans are never changed out so the gravy is crusty and once something is gone they don't fill it again. The hot cereal is normally clumpy or empty. and if you ask for something made it takes a very long time to get it and he can only do one item at a time. Not a great experience..and this is every day. On to lunch...I go down around 10-10:30 to get a glass of ice and he is making the french fries, onion rings, hamburgers, chicken tenders and putting them under the heat lamp...shelf life for those items is only 15 minute tops..and they don't start selling until 11. There is never any signs on the hot bar. and half the time it is cold, dry and not appetizing. and ask for a sandwich and that can take awhile and oh yeah one at a time so there is a line. I got a grilled cheese the other day, he put the bread down on the grill...no butter or the liquid grill stuff, put a stack of cheese on it put it together and gave it to me. Waited over 10 minutes for that...got inside the lobby looked at it the cheese wasn't even melted, tossed it in the trash. I worked in restaurants, fast food, cafeterias, fair stands, for over 20 yrs. I watched them spend all the money on redoing our cafeteria and I see that the help and food went way down in quality. I see less and less eating there. It is bad I would love to go down sit for 30 minutes eat something and be away from my desk, but I guess I will keep sitting at my desk eating a PB&J from home.

Submitted By: [REDACTED] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: [REDACTED] Facilities Support Feedback Submission - Desserts [REDACTED] (b)(3)

Monday, March 24, 2014 10:36 AM

***** This message has been archived. Double-click the message to view the contents. *****

(b)(3)

Subject: Desserts

[REDACTED]

Feedback: Greetings. Hope you're doing well. I am writing you today to provide feedback regarding HQS cafeteria and Starbucks offerings. To start off, I would like to point out that the HQS cafeteria is currently under construction. Speaking from my sweet tooth, I'd like to observe that there are few afternoon dessert choices at HQS unfortunately.

Before the HQS cafeteria renovation, the cafeteria offered individual slices of desserts. That feature was eliminated during the renovation and hasn't come back. Also, I noticed that Starbucks seems to run out of most of their breads and cakes by 1400 hrs or so, which is a drag.

Hopefully you'll bring the desserts back and/or better stock Starbucks for the mid-afternoon sweet tooth crowd. Thanks.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

TLC/FD - FBI - Quantico - 2016/05/23 C06460944

From:
Sent:
To:
Cc:
Subject:

[REDACTED]
Tuesday, March 11, 2014 2:27 PM

(b)(3)

(b)(3)

Facilities Support Feedback Submission - OHB Salad Bar

***** This message has been archived. Double-click the message to view the contents. *****

Subject: OHB Salad Bar

Feedback: Hi Guys-

Just a quick observation since the remodel (which looks great). Everyday I eat a salad and since the remodel, there never seems to be any balsamic vinegar available. Others have remarked as well. If possible to increase the availability, us salad people would greatly appreciate it.

Thanks again.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

(b)(3)

From:
Sent:
To:
Cc:
Subject:

Friday, March 07, 2014 11:59 AM

(b)(3)

(b)(3)

Facilities Support Feedback Submission - Microwaves in Cafeteria not in good location

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Microwaves in Cafeteria not in good location

Feedback: The microwaves near Dunkin Donuts are in a sort of hazardous position. Four microwaves are tucked together along a counter, yet there is no space between the counter and the tables just in front of them for people to move and to take their hot items out of the microwave easily. There's a risk that they will accidentally dump their hot food on someone sitting just next to the microwaves as they try to work their way through the narrow space and others jostle to get to one of the other microwaves. Additionally, there's little space to set items, because the counter space is really just the top of two trash cans--and no one wants to set their food near the trash cans.

I hope you're able to reconfigure this area. I know you are facing many challenges as you work to renovate the dining room and improve the dining experience. And one last thin, if someone could wipe off the tables and chairs at least once during lunch, that would be great. By the time I get there at 12.45 pm, the place is messy.

Thanks,

(b)(3)

Submitted By: [redacted]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, March 07, 2014 8:54 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - New cafeteria layout

(b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: New cafeteria layout

Feedback: Two weeks after the reopening of the food service area at Hqs, why is the breakfast line still chaotic? The traffic pattern makes no sense: one walks in to get bagels/etc, turns around against inflowing traffic to get to the toaster, then goes back into the flow to get spreads. The pick-up area for the bagels lacks containers (those are by the toasters), and the spreads are in tiny, unlabeled tubs with no spreading implements (are we to use our fingers?). No management was in sight the morning of 7.

[REDACTED] Where is the COTR monitoring this contract?

(b)(3)

Submitted By: [REDACTED]

(b)(3)

From:
Sent:
To:
Cc:
Subject:

Friday, February 28, 2014 8:30 AM

Facilities Support Feedback Submission - Food service at [redacted]

(b)(3)
(b)(3)
(b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

New Feedback submitted. Please login to the Facilities Support iMaestro administrator to view.

Subject: Food service at [redacted]

Feedback: I haven't complained in a while but it just continues to get worse. I am sure that is was cost saving reasoning to have food fixed at [redacted] and trucked here to [redacted] but the problem is that by the time it gets here is barely luke warm and putting it on a warming table will only get it to warm level. And I am not sure about the health/safety of microwaving the food on the black plates. Plus I don't feel it is my job to have to heat food that I pay for and expect to be hot.

Next this is the third week this year that there is no bread. Why does this continue to happen? Also they have no tomatoes.

I don't mean to whine but I would just like to have the same quality service that HQ and [redacted] has when it come to food service.

The last several times I have complained I have received calls and email asking me to talk with people about my problems. I don't really have time for that. Just have management to occasionally come to [redacted] and view things as a customer and they can see the problems.

Submitted By: [redacted]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED]
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Concern about food handling at [REDACTED]

Tuesday, December 23, 2014 12:05 PM

***** This message has been archived. Double Click the message to view the contents. *****

(b)(3)

Subject: Concern about food handling at [REDACTED] (b)(3)
Feedback: I feel like I should bring this to your attention. I was getting a sandwich today at the [REDACTED] (b)(3) cafeteria from the attendant whose name tag looked like it said [REDACTED]. During the time she was making (b)(6) the sandwich, she reached down with her gloved hands and was pickup up items from the floor. Then she proceeded to get the lettuce out of the sandwich bar for my sandwich with the same gloves that were just touching the floor. I asked her to change her gloves before proceeding to make my sandwich which she did, however she put the lettuce that she touched with the contaminated gloves, back with the rest of the lettuce because I refused to take the contaminated lettuce. Having previously worked in the food safety industry, I know that people can potentially get very sick from improper food handling especially when touching the floor with the same gloves that they then use on the clean food.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, December 12, 2014 11:21 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria suggestion

*****This message has been archived. Double-Click the message to view the contents.*****

Subject: Cafeteria suggestion

Feedback: I can't find another place to submit a cafeteria suggestion, so I'm hoping this gets passed to the correct POC. I'd like to suggest adding the kielbasa sausage - currently only offered as part of the breakfast menu on Fridays only - every day of the week. Not sure why it's Friday-only as it is very popular - there's a line every week and you always run out. It would be great to have it Mon - Thurs too!

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, December 05, 2014 12:33 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] cafeteria food (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: [REDACTED] cafeteria food (b)(3)
Feedback: Hello. I would like to suggest that the food choices be expanded at [REDACTED] cafeteria. Most of the time they have no hot meal or meat choice, and just have cold sandwiches and pizza that is not tasteful. They need to have cooked chicken, vegetables, fish and other hot items. I rarely find the food to be something that can sustain me through the day. It is vital that these food items be provided, so that employees can have a more proper lunch to sustain them. Given the importance of our work here to national security, and the large number of employees here, it is critical that the cafeteria provide far more substantive food. I am hopeful that the food choices improve in the foreseeable future. Thank you for listening.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]

Friday, December 05, 2014 7:44 AM

(b)(3)

(b)(6)

(b)(6)

Facilities Support Feedback Submission - Sick Sodexo Worker in [REDACTED]

(b)(6)

***** This message has been archived. Double-Click the message to view the contents. *****

New Feedback submitted. Please login to the Facilities Support iMaestro administrator to view.

(b)(3)

Subject: Sick Sodexo Worker in [REDACTED]
Feedback: Hello, was just down in the [REDACTED] Cafeteria and the lady who prepares the coffee, runs the cash register, etc. is exhibiting flu/cold like symptoms. She asked to go home, but the manager, [REDACTED] told her no, she has to stay at work. Am concerned for the health of the rest of us. Can you please do something. Thank you.

(b)(3)

(b)(6)

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject:

Wednesday, December 03, 2014 11:27 AM

(b)(3)
(b)(3)

Facilities Support Feedback Submission - fish and chips

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: fish and chips

Feedback: There was beer batter fish in the cafeteria today. Is there a possibility next time to also have chips (french fries) and cole slaw? Thanks for your consideration :)

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria (b)(3)

Tuesday, November 25, 2014 7:40 AM

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: [REDACTED] Cafeteria (b)(3)
Feedback: Why doesn't the [REDACTED] Cafeteria Staff fproperly stock the cafeteria? Case in point; Again this week (as in MANY) on Monday morning (yesterday) the milk section had 22 little cartons of milk upon opening, No WHole milk and NO 2% , just skim and Chocolate. Also, again today it was the same way. Perhaps someone could teach them to reorder and restock on Friday or Saturday so they were ready for the new week. At any rate the service and items not being available is just not very good and it is very frustrating to work here and rely on being able to get a meal and they aren't providing thast

Submitted By: [REDACTED] (b)(3)

(b)(3)

[REDACTED] (b)(3)
From: [REDACTED] (b)(3)
Sent: Friday, November 21, 2014 8:29 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

[REDACTED] (b)(3)
Subject: [REDACTED] Cafeteria (b)(3)
Feedback: Almost every day of the week the fruit available for the breakfast option in [REDACTED] is very limited (b)(3) and of very poor quality. The grapes and strawberries are fine but they only make an appearance once or twice per week. The cantaloupe and honeydew do not taste like they should--ever. I just purchased [REDACTED] maybe 10 pieces of a mix of the two melons. They were borderline rancid. One piece was fermenting and had to have been cut many days ago and mixed in with the others. The others tasted like they were cut on the same cutting surface as an onion. I threw almost all of it away. I wish I could say this was an isolated incident, but it is not. It is every day I purchase fruit.

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, November 21, 2014 8:04 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - New Coffee Type in [REDACTED] Cafeteria (b)(3)

***** This message has been archived. Double-click the message to view the contents. *****

Subject: New Coffee Type in [REDACTED] Cafeteria (b)(3)
Feedback: When the decision was made to trade out Starbucks from the [REDACTED] Cafeteria, why was Apresto (b)(3) chosen? The price difference between a large cup of Starbucks and one of Aspresto is only 15 cents, so there is not as much savings as there would have been with the inexpensive brand, which was less than \$2 the last time I had one. What I noticed today is that the Starbucks line is longer and the Cafeteria checkout line is shorter. If that was the goal, I think it was successful. I, on the other hand, am seriously considering whether to bring in my own coffee makings! (b)(3)
Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: [REDACTED]

Wednesday, November 19, 2014 8:42 AM

(b)(3)

(b)(3)

Facilities Support Feedback Submission - [REDACTED] Cafeteria - Short Order Cook

(b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: [REDACTED] Cafeteria - Short Order Cook

(b)(3)

Feedback: I have had several instances of frustration with the Short Order cook in the grill area. She is frequently abrupt with customers and staff - I have seen her dress down a newer cook for no obvious reason. The chef is slow to complete orders, does not help keep the breakfast buffet adequately stocked, and has delivered sub-par offerings due to inattention (for example, yesterday the french fries were undercooked). Previous short order chefs in the building were able to keep up with the rush of business, deliver better tasting/fresher food, and engaged customers and staff in a welcoming and positive way.

I recommend you interview the staff at that location and/or seek additional customer feedback at that location concerning the chef's performance and service delivery.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] cafe (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: [REDACTED] cafe (b)(3)
Feedback: yet again I have purchased fresh fruit in the [REDACTED] cafeteria and had to spit some of it out. When they cut up the honeydew and cantalope, they don't cut the rind off. On the honeydew you can't see it, on the cantalope you can see the green still there. It tastes horrible, you end up spitting it out and oh, you paid by the oz. Also the poor check out girl has a huge line and works as fast as she can, but there needs to be two people. I feel sorry for the people that work here, and the food is sorry. We came from [REDACTED] where we had a small cafeteria and the grill and food was great. This is a disappointment. Get some more help and fix the quality. (b)(3)

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, November 18, 2014 9:56 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria in [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Cafeteria in [REDACTED] (b)(3)
Feedback: Since a new Food Supervisor arrived a few months ago, food prices have been inconsistent. I have had to tell them the prices were wrong. It takes a few minutes for them to figure out the prices and even then I am not sure they are correct. The worst incidents were yesterday when I bought a packet of peanuts and was given two. I said why and they said it was free. After I walked away I saw the price on the package was 2 for \$1 or 59 cents each. Today, I purchased a hot chocolate and they could not find the price. I said it is the same as tea which is \$1.05. Then I was told it is \$1.10 without even looking it up and that they had been charging me wrong all along. I have heard others are having problems with pricing too. Prices are not posted.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, November 13, 2014 12:44 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: [REDACTED] Cafeteria (b)(3)
Feedback: Cafeteria opens at 11:00. Usually the hot food is not out (because [REDACTED] did not provide information on time), there are not many hamburgers, hot dogs, fries, out. Why not open the cafeteria at 11:30 or ask [REDACTED] to make sure the food is delivered in time for the cafeteria to be open at 11:00. This happens every day and it seems just changing the time or the delivery would make a big difference. Some of the employees only have 15 minutes for lunch; you end up using over 5 minutes just waiting for the food. Could this be looked into. Many people are annoyed by this delay. Seems management could improve on this.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, November 13, 2014 12:32 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] cafe (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED]

Subject: [REDACTED] cafe (b)(3)
Feedback: I really don't know why I am sending this, just like I don't know why I have returned to using the café here at [REDACTED] following the incident that took place earlier this year but I am going to send this complaint. (b)(3)

Earlier this year I sent a complaint concerning the [REDACTED] café service. I received a response back. The next day I was told about a former co-worker of mine being in the café so I went down to see her. She and her friends were finishing their lunch but I sat down and chatted with them for a few minutes. As I was sitting there the then café manager came out and sat at the table across from me. I thought this was odd but did not say anything. As my former coworker and her friends go up to leave the café manager asked if she could speak with me, I said sure. She then said, "[REDACTED] I understand you made a complaint about the café and I would wish if you have a problem, that you would come to me." She then basically quoted the complaint that I had sent. I was kind of taken a back that first of all she would know who I was. When I got back to my office I told my supervisor about the café incident and we both felt that there was a violation of my personally identifiable information [REDACTED]. Someone had obviously given my name and a description of me to this unclear café manager. Based off this I refused to go to the café her at [REDACTED]. (b)(3)

Recently there was a change in the worker here (including the manager) and I began to occasionally get something for breakfast there. But today a coworker asked if I would like to go down for lunch, I told her sure, just tell me when. She said she usually go do at 1115 because if she goes earlier the food at time is not there. One of my complaints before and one that I know that it continues, is the food not being ready at 11am. I am aware that the food is trucked in from another building and were my desk is I can see the gate entrance and I can see when the white van delivering the food arrives. So at 1115 the coworker came to my office to see if I was ready to go, I just happen to look out the window and saw the white van entering the compound so I told her we might as well wait a few minutes.

Since Monday, at least, there have been signs up advertising a "Holiday Feast" for today of turkey, pork, dressing, green bean casserole, carrots and sweet potatoes. At 1125 when we got to the café there was approx. 10 people standing around and only the pork had been placed out. Finally the food is place out and there is mash potatoes and no green bean casserole or sweet potatoes. My coworker asks about them because they are on the sign on the glass counter above the food and she is told we can only serve what is brought.

This is a real shame.

PS. No need to respond back or pass this info on the [REDACTED] cafe manager. (b)(3)

Submitted By: [REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, November 10, 2014 7:53 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Cleaning the grill when preparing orders

*****This message has been archived. Double-click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Cleaning the grill when preparing orders

Feedback: Is there any way the get the cooks to clean the grill between orders and not add items from one order with another order? Example.. When I ask for an egg and cheese sandwich I don't want egg, cheese and onions!!!!

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, November 06, 2014 8:55 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria at [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Cafeteria at [REDACTED] (b)(3)
Feedback: I have a complaint about the staff that is working at [REDACTED]. Can someone contact me in reference to how customers are treated. [REDACTED] (b)(3)

Thanks
[REDACTED] (b)(3)

Submitted By: [REDACTED] (b)(3)

(b)(3)

From:

Sent:

To:

Cc:

Subject:

[redacted] (b)(3)

Tuesday, June 09, 2015 7:15 AM

(b)(3)

(b)(3)

Facilities Support Feedback Submission - Chopped Salad station

[redacted] (b)(3)

Subject: Chopped Salad station

Feedback: Hello,

I work at [redacted] and am a vegetarian. It would be great to have a chopped salad station or vendor like at HQ's Local Harvest. (b)(3)
I like that Local Harvest offers a large variety of in-season, local ingredients. The salad bars [redacted] aren't very (b)(3)
exciting for the price one pays. I'd be willing to pay the Local Harvest prices for better quality ingredients and to
promote healthier eating.

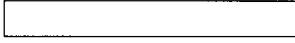
Otherwise, it'd be nice to have healthier vegetarian options that are readily available beyond soup and the salad bar.

Thank you.

Submitted By: [redacted]

(b)(3)


(b)(3)

From:  (b)(3)
Sent: Friday, June 05, 2015 6:55 AM
To:  (b)(3)
Cc:
Subject: Facilities Support Feedback Submission - Multiple Complaints at  (b)(3)


(b)(3)

Subject: Multiple Complaints at  (b)(3)
Feedback: Since we have gotten the new manager at  cafe, service has gotten worse and she terrorizes the staff. I (b)(3)
just witnessed her arguing with a customer the other day. She waters down the soup, salsa, give less meat on
sandwiches, give less food period, etc. The list is long. I've complained before but I'm sure she threw it away. Where can I
and others complain and make sure it gets into the right hands. The food we are served have not changed since I've
been here (5 years). That's another story.

Submitted By:  (b)(3)

[redacted] (b)(3)

From: [redacted] (b)(3)
Sent: Friday, May 29, 2015 12:33 PM
To: [redacted] (b)(3)
Cc: [redacted]
Subject: Facilities Support Feedback Submission - Rude employee at [redacted] cafeteria (b)(3)

[redacted] (b)(3)

Subject: Rude employee at [redacted] cafeteria (b)(3)
Feedback: The woman who usually works at the burrito station [redacted] is consistently rude to her customers. She is impatient and intimidating. Everyone is allowed to have bad days, so I have never complained in the past, but it has gone on so long and so consistently that after my experience today I do not even feel comfortable going to the burrito bar any longer. I don't like to complain and I don't like to think of someone getting in trouble, however my discomfort in the cafeteria has surpassed my desire to "let things slide". Today there was a long line so perhaps she felt under pressure to do things quickly but no one was being rude or impatient with her that I heard while I was in line. When it was my turn, she was impatient, put things in my bowl before I even acknowledged that that is what I wanted, and then angrily said something to me in Spanish. Perhaps she can be coached to handle customers with more tact. (A quick poll of others in my office confirms that this behavior has been experienced by many others).

Submitted By: [redacted] (b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Bagel cutter at [REDACTED] caff (b)(3)

Wednesday, May 27, 2015 8:39 AM

*****This message has been archived. Double-Click the message to view the contents.***** (b)(3)

Subject: Bagel cutter at [REDACTED] caff (b)(3)

Feedback: The Bagel cutter is missing its bottom half now for its second week, yet your staff still puts out a broken cutter that is useless and no knife. Any chance you can fix this issue..

thanks

Submitted By: [REDACTED] (b)(3)

[REDACTED]

(b)(3)

From:

[REDACTED]

(b)(3)

Sent:

Friday, May 15, 2015 9:40 AM

To:

[REDACTED]

(b)(3)

Cc:

[REDACTED]

(b)(3)

Subject:

Facilities Support Feedback Submission - Waste at Starbucks

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED]

(b)(3)

Subject: Waste at Starbucks

Feedback: I imagine there is a lot of waste (materials and time) from mistaken orders. At least once a week I am made a Chai Latte instead of Chai tea (even when I say brewed or from the bag). Suggest clarifying that to save on the lost materials (and a bit of time too).

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, May 14, 2015 9:59 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria - Grill

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Cafeteria - Grill
Feedback: Good morning,
On several occasions, I've gone to the grill and been disappointed after waiting 20-30 to get breakfast;
This morning's simple request was scrambled eggs with cheese.
Somehow, my scrambled egg was not properly blended, resulting in undercooked/runny egg whites, but the yolk portion was burned. As a result, I wasted time and money and could not return due to my daily work schedule/meetings.
I'll gladly return the egg to show what I received, but at this point its 2 hours old and there's no point in getting another made. it's quite frustrating and disappointing that this continues to occur.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, May 13, 2015 11:59 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Update to Salad Bar in [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Update to Salad Bar in [REDACTED] (b)(3)

Feedback: Hello,

Could you please let me know who I could contact about getting better lettuce options at the [REDACTED] salad bar? The lettuce offering is 50% half-dead iceberg that everyone picks around. Iceberg has no nutritional value (vs. spinach and others.) I would love to see if FS/Cafeteria would be willing to talk to me about options. I know others would be interested in this too.

Thanks!

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, May 13, 2015 9:31 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - SODEXO decisions

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: SODEXO decisions

Feedback: I read the following off of your FAQs with some interest since I feel SODEXO is making many bad decisions that affect everyone who is paying attention; and there are more than a few of us that do so!

(U) What were the results of the latest cafeteria survey?

FS continues working with Sodexo to revitalize the food services program. The survey results indicated that customers desired greater variety, improved quality, better value, nutrition information, and smaller portion sized options. In direct response to the survey results, Sodexo introduced an enhanced "grab and go" in November 2008 and a Subway restaurant kiosk in the Headquarters cafeteria in summer 2009.

While I can appreciate the greater variety SODEXO is offering, there is no reason for them to arbitrarily decide to no longer offer products apparently based on "their decision" that it is not healthy. Who do they think they are? Where does that stop? Will we all eventually have to walk through the cafeteria line like school kids with no choice of what to eat? That is what it certainly appears to many of us. We are adults, we can certainly make our own informed decisions on what to eat. We sure as hell do not need others to make that decision for us regardless of intent. If one wants to eat something not good for them, that is their choice, not SODEXO's. I firmly believe they have been here long enough and it is long past time for a change. The Agency NEEDS to find a different food services caterer - I say let's go back to GSI, they knew how to take good care of people. SODEXO SUCKS!!!

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] **Sent:** Thursday, April 23, 2015 1:17 PM
To: [REDACTED] **Cc:** [REDACTED]
Subject: Facilities Support Feedback Submission - Roast Beef and Cheddar Panini

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Roast Beef and Cheddar Panini

Feedback: In the Panini area, they used to make a Roast Beef and Cheddar Panini. It had grilled onion and I want to say mushrooms on it. I have not seen that on the menu in a while now. Will they be making the sandwich anymore? Other than that, I think the changes in the cafeteria have been great.

Submitted By:

(b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, April 21, 2015 9:26 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Cafeteria at HQS

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Cafeteria at HQS

Feedback: Why is it seemingly impossible to have a HQS cafeteria with decent food, polite and capable staff and a modicum of intelligent organization? The food remains awful, the layout forces patrons to make multiple stops to simply get good and beverage (average of five lines) and except for [REDACTED] I don't recall the last time I dealt with someone there who was able to make themselves readily understood.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, April 16, 2015 12:30 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria & MSG

*****This message has been archived. Double Click the message to view the contents.*****

(b)(3)

Subject: Cafeteria & MSG

Feedback: Hello, I have been a customer at HQS for about 10 years now. I am writing this email to express my appreciation for the cafeteria staff.

Just wanted to pass along a note that the cafeteria in HQS is great. People can complain all they want but the fact the people serving the food know what is in it, and the diversity is fantastic.

However, some of the food has MSG in it. And while that stuff does taste delicious, personally for me, it gives me a splitting, go home and lock myself in a room & take a \$50 pill migraine headache.

Would it be at all possible to ask the cafeteria cooks to put MSG on the allergen cards they post above the food?

Thank you very much, and please pass along my compliments to everyone working in the cafeteria. Their support & dedication in a beautiful and well stocked cafeteria is evident.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, April 16, 2015 9:55 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cashier handles food prep-[REDACTED] cafeteria (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

(b)(3)

Subject: Cashier handles food prep-[REDACTED] cafeteria (b)(3)
Feedback: On February 27th I got severe diarrhea, after eating salmon from [REDACTED] cafeteria. Patient First (b)(3) doctors determined it was a virus or bacteria carried possibly over food. Feces residue is carried on cash, and can make someone very ill when entering food ingested. Sodexho's cashier at [REDACTED] is a very pleasant (b)(3) lady and extremely hard working. However, her management has her preparing - daily - salad ingredients and other food, while simultaneously performing her cashier duties. I've very often seen her running directly from the food, to the cash register, and from the cash register to the food. This is routine there. Is Sodexho's practice of having the cashier also handle food preparation considered ok to Facilities? Additionally, there is no oven at [REDACTED], which means much cooked food must be brought over from [REDACTED] (b)(3). This could result in food poisoning if the food lays out at [REDACTED] before transported to [REDACTED]. But my message (b)(3) is primarily focused on the first topic -- the cashier concurrently handling food preparations. Thanks very much for listening. Any response would be greatly appreciated.

Submitted By: [REDACTED] (b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - food containers at [REDACTED] cafeteria (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: food containers at [REDACTED] cafeteria (b)(3)
Feedback: Hi was curious what happened to the paper/plant based containers for the salad bar and hot food buffet. They had them for a brief period. The current plastic containers and plates they use are number 6 plastic which is considered a health risk (can leach styrene a known neurotoxin) and hard to recycle. Why can't they use a differnt plastic or go back to the plant based/paper containers? I stopped buying from the cafeteria as I don't want to expose myself to toxins in the number 6 plastic and utensils when using it for hot food particularly -which raises the risk of leaching toxins.

Submitted By: [REDACTED] (b)(3)

[redacted]

(b)(3)

From:

[redacted]

(b)(3)

Sent:

Wednesday, April 15, 2015 9:38 AM

(b)(3)

To:

[redacted]

(b)(3)

Cc:

Facilities Support Feedback Submission - Oyster Crackers

Subject:

*****This message has been archived. Double-Click the message to view the contents.*****

[redacted]

(b)(3)

Subject: Oyster Crackers

Feedback: Appreciate the great staff in the cafeteria in [redacted]. I do miss the oyster crackers that are always available at HQ to go with soup or chili. Thanks

(b)(3)

Submitted By: [redacted]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, April 15, 2015 8:19 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria - Nutrition and Labeling (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

Subject: [REDACTED] Cafeteria - Nutrition and Labeling (b)(3)
Feedback: This morning, I chose an item labeled turkey, egg, & cheese burrito. I am on a low carb diet and made my selection based on the contents on the labeling and the nutrition information card above the selection. Though the nutrition information indicated zero carbs, I knew that was not the case based on the fact that it is a burrito, and the wraps have carbs. However, when I ate the burrito, I noticed it also had potato in it, which jacks up the carbs much higher than I would have liked. Thank goodness I am not allergic to potatoes! So not only was the nutrition information way off, so was the product labeling. Request the products be labeled correctly and correct nutrition information accompany the items, so those of us on special diets may make good choices. It would be far better to not put out nutrition information at all, rather than false information. At the least, the items could be labeled correctly. I have noticed that the nutrition information is an issue with many items. Again, what if I was allergic? Seems the labeling and the nutrition information are a liability for Sodexo, more so than help to the consumer.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, April 03, 2015 11:52 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Burger grill

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Burger grill

Feedback: I'm wondering if there is a way to implement pre-ordering of grill sandwiches - maybe an online grill menu we can submit a ticket from? I waited for 25 minutes today for a burger (which wasn't fully cooked thru, but by the time I got back to my desk and discovered it, I couldn't take the time to go back down and ask for more grill-time) -- and that was with only 3 people ahead of me. The girl working the grill is really nice and as efficient as she can be, but how frustrating it must be to have people stacking up behind her, and she can't possibly make the grill (or fryers) go faster. Seems it would be a lot more efficient to have an ordering system - i.e., submit an order and then come collect it circa 10-15 minutes later. This isn't a one-time issue - it is *every* time that I'm willing to spare the 20 minutes or more to wait for a sandwich. I think the grill would see a lot more profit if there wasn't such a long wait - I'd definitely frequent it more often. Thanks for great options though:)

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, March 31, 2015 1:10 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Salad Bar

*****This message has been archived. Double-Click the message to view the contents.*****

(b)(3)

Subject: Salad Bar

Feedback: Hi - I just wanted to let you know that I made a large salad at the salad bar today and paid \$8.33 for it. Once I got back upstairs to my desk and started eating it, I discovered a dead fly in my salad. It was disgusting and I almost vomited when I saw it. I am writing to request a full refund as I had to throw it in the trash after the dead fly was discovered. Please let me know if I can obtain a refund for my contaminated salad.

Thank you,

Submitted By: [REDACTED]

(b)(3)

(b)(3)

(b)(3)

Facilities Support Feedback Submission

From: [REDACTED] (b)(3)
Sent: Thursday, March 26, 2015 2:24 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria Staff

*****This message has been archived. Double-click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Cafeteria Staff
Feedback: For my over 14 years with the Agency I have always been impressed with the professionalism and friendliness of the cafeteria staff, no matter the position. A smiling face at the register or cleaning up the line is always a welcome balance to an often high-stress day.

Submitted By: [REDACTED] (b)(3)

(b)(3)

[REDACTED]

From: [REDACTED] (b)(3)
Sent: Thursday, March 26, 2015 2:22 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - non-dairy creamer

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: non-dairy creamer

Feedback: Please bring back the cans of non-dairy creamer to replace the individual packets. I can't have dairy, so this is my only option other than overpriced soy milk at Starbucks, and it takes forever to open and empty enough packets to get as much creamer powder as I need (usually about 8 packets). I don't care if it's generic or Coffee Mate, it is just a lot more efficient for those of us with very limited time to grab coffee between meetings, and a lot less messy.

Thanks

Submitted By: [REDACTED]

(b)(3)

[REDACTED] (b)(3)

From:

Sent:

To:

Cc:

Subject:

[REDACTED] (b)(3)

Tuesday, March 24, 2015 12:28 PM.

[REDACTED] (b)(3)

[REDACTED] (b)(3)

Facilities Support Feedback Submission - Love the Stir Fry Bar!

*****This message has been archived. Double-click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Love the Stir Fry Bar!

Feedback: A few of my coworkers and I wanted to say that we love the new stir fry bar at [REDACTED] I hope it's here to stay. It is WORLDS better than the old Oodles station that was there previously. Please say it's going to be a permanent addition!

[REDACTED] (b)(3)

Submitted By: [REDACTED]

[REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, March 20, 2015 10:52 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Idea for composting at HQ

*****This message has been archived. Double-Click the message to view the contents.*****

(b)(3)

Subject: Idea for composting at HQ

Feedback: This is a HQs pilot-project idea to collect coffee & tea grounds for composting. A local, veteran-owned business could be contracted to remove the grounds to their commercial facility for processing.

The HQs population consumes a very high volume of coffee & tea, especially with vendors like Starbucks present. This generates what is likely several tons of waste material for the local landfills, and higher garbage-management costs overall.

Increasing numbers of local, veteran-owned businesses are diverting that waste stream into usable compost. For example -- Veteran Compost(www.veterancompost.com), a MD-based company, collects commercial-scale and residential food scraps for composting.

Benefits of veteran-owned commercial composting --

- * Potentially much cheaper than hauling to landfills.
- * Lower garbage-handling costs overall.
- * Veteran-owned will always be US controlled.
- * Long-term sustainable waste-management practice.
- * The contracted business would provide the collection bins needed for the pilot project.

I am not affiliated in any way with Veteran Compost, and would support any similar veteran-owned type of composting enterprise.

Save money/green initiative/US controlled/support US veterans = win/win

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, March 18, 2015 4:31 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Beautiful Greens

*****This message has been archived. Double-Click the message to view the contents.*****

(b)(3)

Subject: Beautiful Greens

Feedback: The greens in the cafeteria were very tempting but they had little too much salt in the seasoning. Would it be possible to lower the salt content when greens are prepared? They look well prepared - just too much saltiness. Lima beans and corn was a great substitute for the greens - delicious. Thank you.

Submitted By: [REDACTED]

(b)(3)

[REDACTED] (b)(3)

From:

Sent:

To:

Cc:

Subject: Facilities Support Feedback Submission - Breakfast items in cafeteria

(b)(3)

(b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: Breakfast items in cafeteria

Feedback: Breakfast is listed as being available till 1030 hours. Yet, time and again, most breakfast items are removed and counters cleaned in preparation for lunch shortly after 1000. Can't one counter be left with some breakfast items available until 1030? This would include breakfast sandwiches. Thanks.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, March 11, 2015 3:01 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Get a Coke icee/slurpee/slushy machine (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

(b)(3)

Subject: Get a Coke icee/slurpee/slushy machine

Feedback: Hi, with the warm weather coming on, it would be nice to add a Coke icee/slurpee/slushee machine to one of the serving areas. Thank you :)

Submitted By: [REDACTED]

(b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Wednesday, March 11, 2015 11:13 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Honey Mustard Dressing in Cafeteria

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Honey Mustard Dressing in Cafeteria

Feedback: There are a few of the dressings, Honey Mustard in particular which is thick, as it should be, but too think for the bottles you have it in. It is impossible to pour out of those tiny little tops. Thanks.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, March 06, 2015 12:20 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Food services at [REDACTED] (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Food services at [REDACTED] (b)(3)
Feedback: How do I contact Sodexo? Went to the cafeteria today and the cashier is handling money and sorting masses of coffee filters on her lap, on the counter.. even drops a bunch on the floor... in addition at times the cashier is cutting her fingernails at the cash register, eating. Have also witnessed her refilling the utensil dispensers while leaving the forks/knives/spoons on the bare counters, where people put their food, gym shoes, gym bags, handbags, etc.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From:
Sent:
To:
Cc:
Subject:

[REDACTED] (b)(3)
Monday, March 02, 2015 1:52 PM

[REDACTED] (b)(3)
Facilities Support Feedback Submission - Hummos [REDACTED] Mon. 2 March (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)
Subject: Hummos [REDACTED] Mon. 2 March (b)(3)

Feedback: Who made the hummos today? Don't EVER let them make it again. It didn't taste anything like hummos.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Wednesday, February 25, 2015 4:44 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Incorrect Nutritional Info

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: Incorrect Nutritional Info

Feedback: I noticed that the nutrition information cards for the cooked vegetables in the hot part of the salad bar are incorrect. They appear to reflect the nutrition content of the vegetables as if they were served raw, but don't take into account their method of preparation, which involves cooking them in either oil or butter. For example, there's no way they have 0g of fat, when I can clearly see the oil/butter pooling at the bottom of the dish. Would it be possible to estimate the amount of fat, calories, etc, of the vegetables post-cooking? Or at least provide a note that indicates how they've been prepared (for example, I would like to know if they've been made using butter vs. vegetable oil, because there's a huge difference in the level of healthiness.)

Submitted By: [REDACTED] (b)(3)

(b)(3)

(b)(3)

Sent: Wednesday, February 18, 2015 1:09 PM**To:****Cc:****Subject:** Facilities Support Feedback Submission - Question for Sodexo

(b)(3)

(b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Question for Sodexo

Feedback: I just purchased a double cheeseburger (\$3.75) along with the 'combo deal' regular fries and 20 oz. drink (\$2.15). I made it very clear to the grill worker as well as the cashier when I checked out that I wanted the combo. I somehow managed to get charged \$6.99. What is the correct amount I should have paid? I am not all that great at math, but $\$3.75 + \2.15 doesn't equal $\$6.99$ unless there is a ~20% tax in effect. I wouldn't put this past Sodexo but, seeing as they already way overcharge, it is really infuriating. Please provide an answer so I can ensure I am not getting ripped off next time.

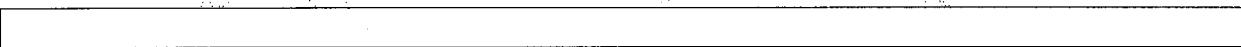
Submitted By:

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, February 10, 2015 2:47 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] - Soda Machine North Lobby (b)(3)

******* This message has been archived. Double-Click the message to view the contents. *******



(b)(3)

Subject: [REDACTED] Soda Machine North Lobby (b)(3)
Feedback: 10 Feb 2015 @ 2:30 pm -- I just purchased a soda, from the machine (left) closest to the Cafeteria Door - the soda is warm.

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, February 09, 2015 2:00 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Styrofoam food containers (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

Subject: Styrofoam food containers

Feedback: The Styrofoam food containers cannot be used for hot foods -- they melt!

You can verify this by visiting the omelet line on any given day and look at the bottom of the containers.

Eating Styrofoam along with my egg sandwich is not my idea of a healthy breakfast.

The clear plastic containers are better. Cardboard containers would be ideal, and better for the environment.

I will go back to buying hot foods in the cafeteria when the Styrofoam containers are replaced with a better option.

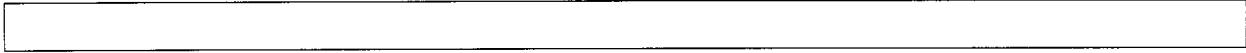
Submitted By: [REDACTED]

(b)(3)

 (b)(3)

From:  (b)(3)
Sent: Friday, February 06, 2015 2:59 PM (b)(3)
To:  (b)(3)
Cc:
Subject: Facilities Support Feedback Submission  Food Service (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

 (b)(3)

Subject:  Food Service (b)(3)
Feedback: There has to be a way to improve the food service in  (b)(3). The choices and quality are FAR below any other facility. I can't understand why there isn't a grill and fryer under the hood. these are low cost items (I know, I used to run restaurants). The items on the hot bar are 75% of the time look dry and uneatable. The eggs in the mornings are ALWAYS dry and tasteless. Fresh eggs and other items would help. If you have any questions please let me know. Thank you.

Submitted By:  (b)(3)

(b)(3)

From: [REDACTED]
Sent: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - [REDACTED] Cafeteria

(b)(3)

(b)(3)

(b)(3)

*****This message has been archived. Double-click the message to view the contents.*****

(b)(3)

Subject: [REDACTED] Cafeteria

(b)(3)

Feedback: I want to start by saying the cashiers are wonderful and always smiling. It is, however, hard to get the attention of the people in the back of the question when items run out for restocking items. It would be nice to have some kind of bell or way to alert them to the issues. Also, I have found on multiple occasions the menu advertised on [REDACTED] rarely matches the food offered in the cafeteria. In general, I find the food options too limited and either too salty or too bland. While I'm not a strict vegetarian, I do tend to choose vegetable dishes over meat dishes, and find there is a real paucity of vegetable options. Thank you for considering.

(b)(3)

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: [REDACTED] (b)(3)

Thursday, February 05, 2015 1:10 PM

Facilities Support Feedback Submission - [REDACTED] Cafeteria Menus (b)(3)

*****This message has been archived. Double Click the message to view the contents.*****

[REDACTED] (b)(3)

Subject: [REDACTED] Cafeteria Menus (b)(3)
Feedback: Can we get more [REDACTED] menu items without spices (some of us have digestive issues), and also (b)(3) can we get more serving staff to swap out the hot food trays so that the cafeteria isn't always running out of hot food at lunchtime? Thank you.

Submitted By: [REDACTED] (b)(3)

[REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, February 05, 2015 12:49 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - The Cafeteria in [REDACTED] - TERRIBLE FOOD (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED]

(b)(3)

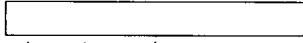
Subject: The Cafeteria in [REDACTED] - TERRIBLE FOOD (b)(3)

Feedback: The food in the cafeteria is perhaps the worst I have seen in any cafeteria in a federal site during my almost 30 years of federal service. The protein for the salads is always the same, sorry brown diced chicken (vice the greater variety and attractiveness at Hqs - ham, white chicken breast, mock crab, etc.). The hot dishes are pretty pitiful, and the sandwiches are always the same. Moe's is a miserable substitute option. We are trapped here, and I get the feeling the dining services contractor knows it.

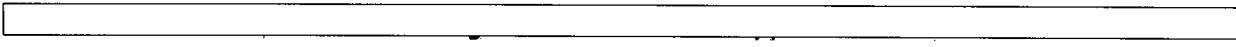
Submitted By: [REDACTED]

(b)(3)

 (b)(3)

From:  (b)(3)
Sent: Thursday, February 05, 2015 11:19 AM
To:  (b)(3)
Cc:
Subject: Facilities Support Feedback Submission - Food Service at  (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

 (b)(3)

Subject: Food Service at  (b)(3)
Feedback: Why can't they offer more food items at the  cafeteria. I realize it is a grab and go operation, but they can still offer things like pizza and ready made burgers (they can possibly bring it up from ), these would give people more variety rather than the same old sandwiches and soups they provide every day. It would also be nice if they offered things like ice cream (put it in a freezer on the side).

Submitted By:  (b)(3)

 (b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, February 04, 2015 8:31 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafe registers

***** This message has been archived. Double Click the message to view the contents. *****

 (b)(3)

Subject: Cafe registers

Feedback: I have been told that the registers in the cafeteria at HQ have been "upgraded". After experiencing them for the past week, I can honestly say they are frustrating, inconvenient, time wasting, and DO NOT meet the needs of the customer. They show everyone in line behind me my total however I can not see the total without stepping back several feet to take a peek (time waste), there is no longer a freedom pay line (time waste and no need for freedom pay any longer), and most importantly they DO NOT show me my balance on my Freedom Pay (oh I realize they can "tell" me that) (time waste). It is averaging me an extra 1-5 minutes per visit to the cafeteria to pay for my food items (a lot of time - when you only have 30 min to begin with). I do not believe this is considered an "upgrade" and feel that it will only cause the cafeteria to lose customers. Frustrated Customer

Submitted By: [REDACTED]

(b)(3)

[REDACTED]

(b)(3)

of the original document.

From: [REDACTED] (b)(3)
Sent: Tuesday, February 03, 2015 4:44 PM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Dunkin Donuts Cups

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Dunkin Donuts Cups

Feedback: My coffee gets cold in the paper cups, and it spills all over because the lids are cheap. Can you please do something about bringing back the styrofoam cups. It was legitimately the only reason I bothered to buy coffee. I swear, I'm not alone on this one.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

(b)(3)

Sent: Monday, February 02, 2015 12:53 PM

(b)(3)

To:**Cc:****Subject:**

Facilities Support Feedback Submission - Incorrect markings on Food menu

(b)(3)

(b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Incorrect markings on Food menu**Feedback: Hello -**

This is the second time I saw a vegetarian menu item listed, but found meat in the food. It is the (b)(3) cafeterias I have found it in. Once was veggie chili, but actually had beef. Today was the corn chowder, listed as V, but seems to have bacon in it. This can be serious to those of us with food limitations.

Would appreciate correct markings in the menu.

Thank you.

Submitted By:

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Friday, January 30, 2015 11:49 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - People Paying with Cash in Freedom Pay Lines

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: People Paying with Cash in Freedom Pay Lines
Feedback: I have a request. Can we ask that the HQS Cafeteria Sodexo managers ensure the women running the registers are empowered to tell persons that using cash in a Freedom Pay line is not allowed? This slows down the process, which has been recently affected negatively by the issuance of new freedom pay hardware (and software?). Please, enable these women - who do a fine job - to be allowed to tell customers NO.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

(b)(3)

From: [redacted] (b)(3)
Sent: Friday, January 30, 2015 9:38 AM
To: [redacted] (b)(3)
Cc: [redacted] (b)(3)
Subject: Facilities Support Feedback Submission - Starbucks

*****This message has been archived. Double-Click the message to view the contents.*****

[redacted] (b)(3)
Subject: Starbucks
Feedback: Hello,

I greatly appreciate having Starbucks on campus! Great perk that I hope to continue.

However, recently I've seen significant decline in service, cleanliness, and timeliness.

Just today, I saw little flying bugs in the pastry case; 2/3 of the shelf below was empty; and a barista from the bar YELLING at customers in line for the drink orders over the baristas at the register area.

I understand we're not the best customers at times, but the attitudes, rudeness, and lack of professionalism of the folks manning Starbucks have made it incredibly difficult to enjoy my usually splendid sbux experience.

Hope this can be corrected.

Thanks,
[redacted]

Submitted By: [redacted] (b)(3)

[REDACTED] DRAFT PAGE TWO - 1 of 10 pages

(b)(3)

From: [REDACTED] (b)(3)
Sent: Wednesday, January 28, 2015 7:25 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - New HQS cafeteria setup

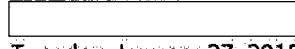
*****This message has been archived. Double-Click the message to view the contents.*****

[REDACTED] (b)(3)

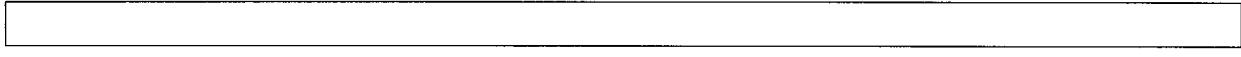
Subject: New HQS cafeteria setup
Feedback: Gang,

I understand new layouts need some ironing out - as does new equipment. But, while I can see the cashiers will eventually get quicker when ringing up our orders, the new FreedomPay readers, while small, are MUCH slower to react. Plus, we can't see our balance without asking the cashier. Kinda negates the "improvement", right? Sheesh... So much for "customer" service!
Also - who decided to put the coffee stations in the HQS cafeteria right where they'd cause serious walking restrictions when busy? Wow...

[REDACTED] (b)(3)
Submitted By: [REDACTED] (b)(3)

 (b)(3)**From:****Sent:****To:****Cc:****Subject:** Tuesday, January 27, 2015 11:17 AM

(b)(3)

 (b)(3)Facilities Support Feedback Submission - Gluten Free Options in the Cafeterias  (b)(3)******* This message has been archived. Double-Click the message to view the contents. ******* (b)(3)**Subject: Gluten Free Options in the Cafeterias** 

(b)(3)

Feedback: Would it be possible to offer Gluten Free Pizza, since pizza is made per person?

One Gluten Free bread option on the sandwich prep station.

Also, knowing ingredience in prepared foods could avoid issues with allergies and such, not only Gluten intolerances, but soy, nut, dairy, etc.

Most dressings have gluten in them, so it would be nice to know, other than oil and vinegar, that you had options.

Thank you.

Submitted By: 

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: [REDACTED] Tuesday, January 27, 2015 6:51 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Cafeteria overcharge

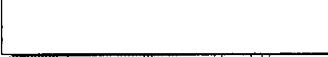
***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Cafeteria overcharge

Feedback: I made the mistake of going to the cafeteria yesterday (1/26) while you were switching over to the new system. The place was super busy at 11:15 and I went to a register. The scales must have been off because it kept ringing up as \$1.07 when I clearly had more food than that. A manager was standing right there and told me not to worry about it and to just go. I told him that I wanted to pay for the food I got and I couldn't do that. So he told me to go to the next register and it rang up as \$5-something. He did tell me he couldn't give me the \$1.07 back. Not quite sure why that was. Can you explain to me why I couldn't get the money I paid over back? Thank you.

Submitted By: [REDACTED] (b)(3)

 (b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, January 22, 2015 10:06 AM
To: [REDACTED] (b)(3)
Cc:
Subject: Facilities Support Feedback Submission - Coffee cups

*****This message has been archived. Double-Click the message to view the contents.*****

 (b)(3)

Subject: Coffee cups

Feedback: Good Morning,

Every morning I bring in my own coffee cup because I hate using styrofoam or paper cups. I prefer to keep my trash to a minimum. I am not positive how much coffee my cup holds, but I always get charged different amounts.. Is there anyway we could get a discount, or even just a set price for bringing in our own cups and helping keep the cup expense and trash down? Maybe charge everyone with their own cup for a small cup of coffee, especially since I usually have a little bit left over from my last cup and just want to top it off or warm it up with fresh coffee.

Thanks for your consideration!

Submitted By: [REDACTED]

(b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, January 15, 2015 12:03 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Calorie Count

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: Calorie Count
Feedback: I am out at [REDACTED] where we often have ready made salads available for lunch. The salads all have labels identifying the calorie count for that salad, but I have noticed that regardless of the size of the salad, the calorie count is the same for the same types of salad. For example, there are small chicken caesar salads and there are large chicken caesar salads, but both labels tell you that there are only 250 calories in them. That can't be accurate so why is this the case?

Submitted By: [REDACTED] (b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, January 15, 2015 11:56 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Sodex sandwich station (b)(3)

***** This message has been archived. Double-Click the message to view the contents. *****

(b)(3)

Subject: Sodex sandwich station

Feedback: Second time I've had a sandwich made with stale rye bread this week. Today I found a bug on the lettuce. It would be great if the food items like vegetables were properly washed before being served to customers and if there is a loaf of stale bread, it should be thrown away. This isn't the first time this has happened and other instances include food poisoning and sour food that tastes like cleanser or dishwashing detergent.

Just last week I saw a grilling station employee handle raw burger meat THEN handle and pick through the lettuce and tomatoes.

If any restauraunt or diner sold food this poor in quality, with a complete disregard for proper food handling practices, it would have closed years ago just from the list of health department violations.

Submitted By: [REDACTED]

(b)(3)

[REDACTED] (b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, January 05, 2015 11:33 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - greens @ Panini station

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED] (b)(3)

Subject: greens @ Panini station

Feedback: My suggestion is to add the lettuce after grilling sandwiches (or take it out and put it back on). Heated/cooked greens lose their crunch and take on a different (less awesome) flavor. Sometimes they get chewy and then with one bite it all pulls out of the sandwich. The loss in appeal makes me think twice before getting sandwiches at this station. Otherwise, I love the variety and quality of the sandwiches there!

Submitted By: [REDACTED]

(b)(3)

[REDACTED]

(b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, December 29, 2014 10:34 AM
To: [REDACTED] (b)(3)
Cc: [REDACTED]
Subject: Facilities Support Feedback Submission - Menus

***** This message has been archived. Double-Click the message to view the contents. *****

[REDACTED]

(b)(3)

Subject: Menus

Feedback: I would like to know why all other agency buildings have updated their menus for this week with the exception of Headquarters. Heardquarter is never updated on time.

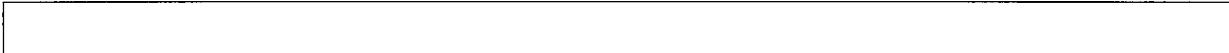
Submitted By: [REDACTED]

(b)(3)

 (b)(3)

From: [REDACTED] (b)(3)
Sent: Monday, December 29, 2014 7:39 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Poor food quality in Cafeteria

*****This message has been archived. Double-Click the message to view the contents.*****

 (b)(3)

Subject: Poor food quality in Cafeteria

Feedback: I didn't have time to eat breakfast at home so I thought I'd grab breakfast here at HQS this morning. I bought the Veggie Breakfast Burrito \$2.49 and the potatoes inside it were RAW. Could definitely tell they were either frozen or rehydrated, but at least they should be cooked. Unfortunately I don't have any money to get something else for breakfast. So disappointing.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, December 23, 2014 12:57 PM
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - DD Iced Coffee in the HQS Caf

***** This message has been archived. Double-Click the message to view the contents. *****

Subject: DD Iced Coffee in the HQS Caf

Feedback: I've noticed that the line at Dunkin Donuts keeps getting longer and longer in the morning. Many people, like myself, want to get iced coffee or tea. I wanted to suggest that you put a urn of iced coffee or tea in the cafeteria near the DD hot coffee urns so that the DD staff can focus on specialty drinks and food. You may also want to think about putting the DD iced coffee cups in the lunch room because I noticed that the cups in the lunch room are much smaller than the ones at DD.

Submitted By: [REDACTED]

(b)(3)

(b)(3)

From:

Sent:

To:

Cc:

Subject:

Tuesday, December 23, 2014 12:23 PM

(b)(3)

(b)(3)

(b)(3)

Facilities Support Feedback Submission - Food from - Food Poisoning!!!!

*****This message has been archived. Double-Click the message to view the contents.*****

(b)(3)

Subject: Food from Food Poisoning!!!!

(b)(3)

Feedback: This morning a co-worker and I had the exact same thing - mushroom cheese omlette - we have been sick since we ate it.

Submitted By:

(b)(3)

[redacted] (b)(3)

From:

[redacted] (b)(3)

Sent:

Tuesday, August 26, 2014 2:02 PM

To:

[redacted] (b)(3)

Cc:

Subject:

Facilities Support Feedback Submission - Blackened Chicken Salad

***** This message has been archived. Double-Click the message to view the contents. *****

[redacted] (b)(3)

Subject: Blackened Chicken Salad

Feedback: Today 8/26/14, [redacted] served the blackened chicken salad. It included, plain grilled chicken (not blackened), romaine lettuce, a few slices of mandarin oranges, and a tablespoon of almonds. No croutons, and no cheese. I just felt it was overpriced for what you get. And why is the staff over there so rude! They are so stiff faced and by the book.

Submitted By: [redacted]

(b)(3)

(b)(3)

From: [REDACTED] (b)(3)
Sent: Tuesday, August 26, 2014 9:38 AM (b)(3)
To: [REDACTED]
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Friday meals

*****This message has been archived. Double-Click the message to view the contents.*****

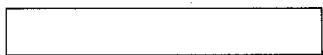
(b)(3)

Subject: Friday meals

Feedback: I would suggest that meals like Fish & Chips and Maryland Crab be on Friday so practical

Catholics will have something besides salad.

Submitted By: [REDACTED] (b)(3)

(b)(3) 

From: [REDACTED] (b)(3)
Sent: Monday, August 25, 2014 11:41 AM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - Sandwich Condiments at [REDACTED] (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****



Subject: Sandwich Condiments at [REDACTED] (b)(3)
Feedback: Hello, could we please have honey mustard as a sandwich condiment at [REDACTED]? (b)(3)

Also, why are we not offered a pickle and/or carrot sticks when purchasing sandwiches here, like at other facilities?

Thank you

Submitted By: [REDACTED] (b)(3)

***** This message has been archived. Double Click the message to view the contents. *****

***** This message has been archived. Double Click the message to view the contents. *****

 (b)(3)

From: [REDACTED] (b)(3)
Sent: Thursday, August 21, 2014 1:28 PM (b)(3)
To: [REDACTED] (b)(3)
Cc: [REDACTED] (b)(3)
Subject: Facilities Support Feedback Submission - [REDACTED] Café (b)(3)

*****This message has been archived. Double-Click the message to view the contents.*****

 (b)(3)

Subject: [REDACTED] Café (b)(3)
Feedback: Good afternoon,

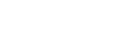
I requested turkey and Swiss cheese on a croissant for lunch today at the café at [REDACTED]. However, I received turkey, Swiss cheese and a dead gnat on a croissant. I verified my findings with my co-workers and the manager on duty in the café.

While I was discussing the situation with the manager, a gnat flew by my face. This situation makes me wonder what other entrees have surprises in them.

I was informed by my supervisor that she saw a roach crawling on the floor in the café last week.

I wanted to make you aware of these incidents in hopes that something will be done to correct these issues.

I have no intentions of purchasing anything else from the [REDACTED] café.

 (b)(3) (b)(3)

Submitted By: [REDACTED] (b)(3)