






· GREAT GROUNDS ·

COFFEE SHOP

Great Grounds Customer Comments

Facebook, November 10th

Comment Type	Customer	Comment	Resources/ Information	Response
Positive feedback	Daniela Rosas	I am SO happy that it's holiday flavor time at Great Grounds! Love, love, love your gingerbread latte! Makes me want to curl up with my drink and a good book in front of the fire.   		Response: Hey there! 😊 Thank you so much for sharing your love for our gingerbread latte! We're thrilled to hear that it's adding some cozy magic to your holiday season. Curling up with a good book and a delicious drink sounds like the perfect way to enjoy this time of year. We appreciate your support and hope your holidays are filled with warmth and joy! ✨☕📖
Question	Bruce Tang	I'm trying to reduce the amount of sugar in my diet. Can you tell me which Great Grounds' drinks are low sugar or sugar-free?	Detailed information about the nutritional content in all Great Grounds' beverages: www.GreatGrounds.com/NutritionalFacts	Response: Absolutely! ☀️ We've got you covered on the low sugar front. Check out our detailed nutritional info on www.GreatGrounds.com/NutritionalFacts for all the juicy details on our beverages. If you have any other questions or need more recommendations, feel free to reach out! We're here to help you navigate your sugar-reducing journey with a smile! 😊☕

Negative comment	Imani Moore	<p>What's up with the hike in Great Grounds' prices?! I used to be able to get my daily medium mocha for \$4. Now it's \$4.25! That's really going to add up over time . . .</p> <p>💸😞</p>	<p>In response to a recent coffee shortage, Great Grounds has had to increase prices.</p> <p>Promotional code for half off one beverage: HALFOFF</p>	<p>Response: Hey there, thanks for sharing your concerns with us! We totally get where you're coming from, and we hear you loud and clear. Due to recent coffee shortages, we've had to adjust our prices to keep serving up the quality you love. We understand that any change can be tough, so please accept our apologies for any inconvenience. As a token of our appreciation for your loyalty, here's a promo code, HALFOFF, for half off one beverage on your next visit. We hope this sweetens the deal a bit! If you have any more questions or feedback, don't hesitate to reach out. We're here for you! ☕️✨</p>
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