

[Redacted]

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

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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).

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Submitted By: [Redacted]

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