

[Redacted]

APPROVED FOR RELEASE

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

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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...

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