

(b)(3)

[Redacted]

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

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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]

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