



Co+op Customer Comments September & October 2014

Comment: The salt and pepper shakers in the café are such a good idea that whoever thought of it should get a raise.

Response: We'll get right on that Lisa!

Comment: Bathrooms are always stuffy, smelly, and hot. Why no exhaust?

Response: We'll check the exhaust fans again.

Comment: Long Time Owner - We have noticed last summer & this summer that the umbrellas outside don't work great in the wind & don't provide shade for the whole area (we have kids). Maybe you could build a simple to construct gazebo or deck covering. It would look nicer and cost the Co+op less. How many umbrellas are used every year?

Response: We looked into that for FY2014, but couldn't justify the \$15,000 price tag. We'll relook at this option for FY2015.

Comment: Member #958 - I would love to be able to buy Kiss My Face sport balm chapstick!

Response: You got it! On the way!

Comment: Member # 59 - We came in the Co+op specifically for your prepared food, salads, pastas, etc. Everything is in the case! Every night this week that I came in there was no prepared food, really.

Response: Sorry for that, we are retraining and staffing the deli.

Comment: Member # 41 - Beloved Maria Mojica is very bummed about the 16 oz bottle of sunflower oil being unavailable.

Response: You may special order this item. It just didn't sell well.

Comment: Member #1006 - How about fermented cod liver oil!

Response: Green Pastures/Blue Ice is the company that makes it. None of my distributors carry this product, sorry!

Comment: Member # 2315 - Would like some baskets without color, just brown.

Response: They have natural be on the lookout for them- they must sell out fast! Will arrive soon!

Comment: This store is the best co-op in the west! No kidding... Great food, great management and staff. Innovative products, new ideas marketed often. Simply bar none amazing! Our family simply would not know where to shop for our nutrition without this great co-op! Los Alamos Co+op Market rocks! Thank you all! P.S. I am better at recycling integrity because of all of you!

Response: Thank you!

Comment: Good Belly Ginger- probiotic drink?

Response: We tried it, it's great and trying to make space for it.

Comment: Member # 2581 - Grass-fed organic meat & beef livers, hearts, kidneys are rarely available.

Response: We receive minimal organ meat. Only one cow every two weeks = 1 heart, 1 kidney, 1 tongue, 1 liver. Please feel free to call and we can reserve the organ meat for you as it comes in.

Comment: Member # 948 - Suzanne's rice mellow cream- (AKA healthier marshmallow cream)

Response: Mellow cream: We now have it next to the marshmallows atop the freezer.

Comment: Member # 2452 - I'm missing the sliced beets on the salad bar. Please resume.

Response: We are bringing back the beets, but using organic and roasting them in house, see them soon!

Comment: Member # 1541 - Loves the bacon in burritos, started buying beelors all the time for home use. Please don't change anything!

Response: We won't change a thing! Beelor's rules!

Comment: Member # 1030 - We want to know about vanilla beans. They used to be in bulk spices.

Response: Long term out of stock. We're getting more in this week! Time to celebrate.

Comment: Member # 163 - These are the eggs! (Attached a Taos Farms egg carton piece)

Response: Thanks for the response. We're still looking for a local egg to replace KJ farms. I'm familiar with Taos Farms, though I feel their packaging is a bit misleading, as their chickens and eggs travel 810 miles from Texas. This farm is on our list, but we're looking for a better option.

Comment: Member # 27 - Wondering about Silk brand yogurt, what's the happens?

Response: Hi Thomas, we carried Silk yogurt to temporarily replace our Whole Soy line while they were having co-pack issues. I'm glad you like Silk soy yogurts as well. Valuable feedback. We'll see what we can do.

Comment: Please carry pitted frozen cherries, thank you!

Response: We're having some sourcing issues with our frozen pineapple, so we can give these a go.

Comment: Member # 1297 - These are good GF! Thanks.

Response: A gluten-free animal cookie! Let's give it a try. Thanks for the feedback.

Comment: Member # 942 - Almond meal/flour in bulk!

Response: Hi Becky, this is one of our most common requests (more bulk flours). So we're planning to expand the section to add 6 more bins! We're happy about that. Implementation this coming fall. We'll make sure bulk almond meal makes the list!

Comment: Chocolate bars made with stevia, dark chocolate.

Response: Lily's chocolate made with stevia. The bars will be here soon. We've got their chocolate chips already.

Comment: Brie Buerkle wants kumbucha starters, etc. Can we special order or carry in store? Please call her back!

Response: I've yet to see a stable retail ready Kombucha starter hit the market (that doesn't have "boutique" pricing). You can find them online for around \$20 + shipping. My suggestion: once you get one, keep it going and enjoy!

Comment: Can you get Van Cereal? Cinnamon or Honey Nut. Please call, she's having a hard time finding.

Response: Honey Nut... on its way.

Comment: Member # 504 - Less chorizo, more bacon!

Response: We always do! But if you are worried, you will not get one you can call ahead and we will hold one for you. ½ and hour before opening or night before is best to guarantee a burrito. Thanks!

Comment: Member # 245 - Paint LA Co+op Market in large letters on the side of the building facing highway. This would be a heads up for people coming down the hill who don't know where you are.

Response: Thanks for the suggestion, Kathy. We inquired with the county and we are maxed out with our outdoor signage. We are looking at alternative ways to capture attention of folks driving up the hill. Thank you.

Comment: Member # 687 - Great tunes Friday, PM

Response: Thanks to Cody J.

Comment: Purple adobe Lavender Bug Off- It works. I would like to get a bottle.

Response: Sorry, but they don't have it this year. That's why we are out!

Comment: Member # 932 - It would be nice if you could add a mezzanine above the café area. It would add more floor space for more stuff. Using the pizza, it always smells like pizza anyway.

Response: thank you for the idea. We'll look into the possibility for the future.

Comment: Hi Steve,

Just wanted you to know how appreciative the Google folks and I were of all your work and your staff's work last week for our special event on Friday. It couldn't have been better!

The Los Alamos Co+op Market was the ideal place to hold this event. It was evident that Los Alamos community leaders and residents enjoyed the Market's atmosphere and event goodies and that they are understandably proud of the Market's quality.

Thanks also for agreeing to talk to our gathering. Your words were sincere, thoughtful, meaningful -- just perfect!

Next time I'm in Los Alamos, I'll be making a beeline for your Market!

Response: Glad to hear it!

Comment: Hi, Steve and Sandra,

The article about your wage increase at the Coop made me feel very proud. In this time of having so many politicians refuse to raise the minimum wage, your move to increase wages sends a great signal to Los Alamos and the world at large.

Bravo!

Response: Thank you!

Comment: Just wondering if you carry Thai Chili Garlic Paste by Dynasty? If so, can you tell me how much it is? Thanks very much!

Response: We don't carry the Dynasty Thai Chili Paste, and our distributor doesn't stock it either, so we have no access to it.

We have a local chili paste however, made in the Laos style, that is excellent. Also, we're bringing in a new Gochujang fermented chili paste next week. Feel free to email me directly if you have any other questions.

Cooperatively, Teo

Comment: Hi Orozco Farms 2 is emailing the produce area in regards if you are interested in buying any of the following local organic veggies. Heirloom Tomatoes, fingerling potato, zucchini and okra. You can contact me by email or 505-423-2936. Thank you.

Response: Thank you for inquiry and contact information. Our Produce Manager will contact you directly.

Comment: I would really like to sign up for the event the store has for the 9th of this week but i cannot go to the store before hand tomorrow and I was wondering if there was a way I could call a manager to pay with a credit or debit card tomorrow.

Response: Yes, you can pay over the phone (call 505-695-1579). We have spots available. Thank you for your interest!

Comment: Just wanted to say that the greens mix, by Camino de Paz in Santa Cruz, is really good. I got the spicy one and love it. Hope you continue to carry this! -D

Response: Great! We will continue to carry the mix greens provided by the great farm and school.

Comment: Hello,

Let me first start by saying that my family loves the co-op. My son truly enjoys your green space and the toys you have available for children. You have the best salad bar in town and your staff is truly awesome!

I wanted to request that there be a system in place for cashiers for when they forget to ask the member number and the customer forgets to make sure the number is shared before the transaction is complete.

I got many produce items this morning and had checked out without being asked or remembering to share my member number. I'll admit it, I was distracted as I was bagging the groceries and watching my husband play with our son. Just after I'd ran my credit card my husband asked if we'd had our member number entered. (His timing could have been better.)

Our cashier, Melanie, was a little flustered and not quite sure what to do. She ended up refunding the difference for the apples that I knew were on special, but that was only after asking if we really wanted to go through and recheck things because we had mainly produce and most of it would not be impacted by the membership. I then said that I knew the apples were on special and she offered to just refund the difference for those.

I just wanted to alert you to this situation ask that there's a plan in place for if the member number is forgotten to be asked and the member forgets to share it.

Many thanks for all you do for our community

Response: Thank you for sharing your experience at check-out. You had an unfortunate incident and we apologize for the inconvenience. While we don't have a formal system in place to address your exact concern, I can tell you that for transactions where the member number has not been entered, we will collect a duplicate receipt and when determining patronage rebates at the end of the year, add that to the member's total patronage. Due to the limitations of our point of sale software, to get the member sale prices correct, we have to re-ring the specific items and refund that difference, which can be cumbersome and inconvenient for the member. So, due to this limitation, we strive to ask everyone if they are an

owner-member of the Co+op. The cashier that checked you out that day was still in training and we have reviewed the check-out process with her. – Steve Watts, GM

Comment: Can you please send me a menu with your boxes lunches, that we can order.

Response: Sure, here you go (document attached to email response).

Comment: Member # 483 - Please continue to stock Wildbrine *Japanese* Kimchi. This is a delightful less-spicy alternative to the Korean or other Kimchis in the Wildbrine line, which are too spicy for many people, including ourselves, who can no longer handle very spicy foods. Thanks.

Response: Thanks to Cody J.

Comment: Do you have non-GM corn products--flour, corn starch, tortillas, and popcorn?

Response: Yes, we have non-GMO corn products including flour, corn starch, tortillas, popcorn, and chips.

Please email our grocery manager if you have further non-GMO questions (grocery@losalamos.coop). Thank you for asking. ~Sandra

Comment: I was in the area recently and had a wonderful experience in your store. I was assisted by a gentleman by the name of Jose from the deli department. He was professional, courteous, knowledgeable and very prompt. I was entertained, assisted and educated during my visit. Jose is an asset to your business and deserves the acknowledgement for making me want to come back on a regular basis. Thank you for the enjoyable visit, I will be a regular customer when I'm in the area.

Response: Thank you for letting us know. We love letting our staff know about the positive experiences they create for customers. Have a great day.

Comment: My name is Kirsten Laskey and I am working on a story for the Los Alamos Daily Post on the Los Alamos Arts Council's upcoming Pumpkin Glow event. I had heard the co-op market was supporting this event by hosting a pumpkin carving party and I was wondering if I could get some information about it.

The information I was looking for was:

What day and time the party will be held?

Is there a cost?

Do people need to bring their own pumpkins?

Will carving tools/patterns be provided or do people need to bring their own?

Feel free to call me at 412-2128 or e-mail me at kirstenlaskey@hotmail.com. Thanks so much for your time.

Response: Thank you for asking. Here are the details: <http://losalamos.coop/102314-pumpkin-carving-party/>

Comment: As a vegetarian, I'm always looking for protein sources.

I heard about a non-meat protein source similar to Field Roast (I know you carry that brand and I love it!) called Uptons Naturals. I put the URL above in case you'd like to see their products. The tamales sound particularly good, but so does everything!

Thanks for considering this product.

Response: Thank you for your suggestion. We are looking into this product.

Comment: GREEN FIRE TIMES

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Response: Thank you for the information.

Comment: Member # 687 – Comment....

Response: Our response...