



## Co+op Customer Comments

### January/February 2015

**Comment:** I have a friend who doesn't eat beef, grain or corn. Besides the wonderful roast chicken, what else could I find for her as a side or a soup, on a typical day? Thanks

**Response:** Thank you for your inquiry. We often have customers with dietary restrictions, and we do our best to accommodate. On a daily basis, we offer vegetable sides without grain or corn. For example, we always have a broccoli salad and potato salad or slaw. We also have a variety of items in the grab-n-go case without grains, corn, or beef. Soups are a bit trickier on a daily basis. We always have one meat and one vegetarian option, which may or may not have corn. You are welcome to call and check, and we can gladly have a soup ready upon request (please call ahead - 695-1579). We hope to see you and your friend soon!  
~Sandra

**Comment:** Would you all order Pure Protein Frosty Chocolate Protein Shakes, please? The ones that have 35 grams of protein, not the ones with 23 grams of protein. Please let me know if you will be able to do this. Thank you very much.

**Response:** Thanks for taking the time to suggest a new product to the Co+op. Unfortunately, we won't be able to pick up this line. For starters, we don't have access through our distributor, and secondly we don't carry products with artificial ingredients. We do have some similar milk based protein drinks for sale so if you'd like more information about those products give me a call (505-695-1579) or ask for me next time you're in the store.

**Comment:** REQUEST FOR CATERING: We are having a meeting. Details are below (*omitted for this compilation*). We will be paying for this request using a credit card. Please let me know if this is a date we can schedule with you.

**Response:** Thank you for your interest. The Deli will follow-up with your request. (*Deli order correspondence omitted for this compilation*)

**Comment:** I found a local (NM) brand of Energy Bars that I think is a must you guys should carry. its delicious and locally made. Please consider it. Taos Mountain Energy Bars. If you do carry them or have in the past. Please reorder or let me know if I've passed them down the isle. <http://www.tmebars.com>  
Thanks so much!

**Response:** We carry them and have for a while. They are located on the endcap with all of the other energy bars. Thanks for your email, Steve, GM

**Comment:** Hi there - I was wondering if the Co+op would be interested in carrying bone broths/stocks in the store? It's a business idea that I'm kicking around... Thanks

**Response:** I'm assuming your question is: Are we interested in carrying a bone broth that you'd be producing? The answer is "possibly" depending on a number of product and production requirements. We're always interested in supporting local producers at the Co+op so give me a call (505-695-1579) and we can discuss your new business plan.

**Comment:** Hello, Can you guys access raw (not roasted) buckwheat flour? I'm having trouble finding it. It is a component of a grain-free "all purpose flour blend". I'm having to shift to grain-free foods. The main blending flours are: raw buckwheat, almond, and coconut. Thanks, Debora

**Response:** We carry an organic unroasted buckwheat flour in our baking section: Bob's Red Mill, Organic Buckwheat flour, \$4.99 22oz. If you have any further questions feel free to call me at the store 505-695-1579

**Comment:** I was in your store recently and as always loved everything. Thank you so much for such a wonderful variety of products and knowledgeable staff. I did get a pleasant surprise as I was checking out the cashiers were so prompt, attentive and personable. A special "thank you" to Vicky and Jose for their assistance to make this my favorite shopping spot!!

**Response:** Thank you for telling us about our staff. We are so glad that you enjoyed your experience! Have a great day! ~Sandra

**Comment:** Any chance you can share the recipe for the "Everything granola bar"? Thanks!! :-)

**Response:** Hope all is well. So I spoke with our baker (again), and unfortunately she does not want to share her recipe and feels very passionate about this. However, we would like to make a commitment of having "Everything Granola" in our fresh baked goods section of the Deli consistently. Please feel free to contact me with any questions, comments, or feedback. I would love to hear back from you.

**Comment:** I don't know if I'll be returning to the Co+op until something is done about the manager of the deli!! From what I've been told her name is Theresa though whenever I ask to speak with her she is never available to talk. What happened to the old managers like Emily, Chelsea and Victoria!? There seems to be this inability to have a properly staffed department and a lot of my favorites from the deli don't seem to be made anymore many times it's because the ingredients aren't available. I can't remember a time prior to the new manager/s that this was ever a problem!! If she is as busy as she claims how can orders not be placed!? This makes two managers in a row that have done a terrible job, I don't know why hiring external managers has been the go to, but obviously it's not the right course of action, they haven't the clue how a deli works! Until the deli is running properly again I may not return. Maybe you should look to the cashiers for assistance, the changes I've seen happening there have been for the better!!

**Response:** I have reviewed your concerns with everyone involved. You bring up good points--the very issues that we are working on to correct. With the amount of changeover in the deli, we have had to assign tasks to newer staff and some of your favorite items haven't consistently been available. For that we apologize. Theresa, our new deli manager, has just returned from a comprehensive deli operations training. She has and is actively instituting changes to improve quality, increase quantities and provide better value. Please look for these improvements and continue to give us your honest feedback--we appreciate it!

As far as the personnel issues you mention, I'm sorry but our privacy policy require we keep personnel issues confidential. If you'd like to talk to Theresa in person, she would welcome your input. She asks that you just give her a quick call (505-695-1579) or email her at: [deli@losalamos.coop](mailto:deli@losalamos.coop)

Thank you for your past patronage and we hope that you stick with us as we work intensely to improve your deli experience.

Cooperatively, Steve Watts

**Comment:** We feel disappointed that Tim and Lisa are no longer working at the Co+op. We looked forward to seeing them and valued their interest in us. We would like to believe Tim and Lisa decided without influence from Co+op management to leave on their own but we suspect that this is not true. I feel our experiences at the Co+op are no longer the same.

**Response:** Thank you for your email--feedback from our customers helps us to be better operators and community partners.

I understand how you may feel when there changes at your Co+op. But change is inevitable when staff see the need to move on and pursue their dreams. In the case of Tim, he left to pursue his Doctoral education in a foreign country. Lisa, we understand, is exploring midwifery. We wish them well.

So as far as your Co+op experience, we like you to know that Jose and his staff of new and familiar faces is excited to be the new customer service team. Look for familiar faces Heather and Diane to be back soon!

Thanks again for taking the time to let us know how you feel. We appreciate the feedback.

Cooperatively, Steve Watts, GM

**Comment:** Please make more feta and garlic dressing for the salad bar

**Response:** we will put out feta and garlic dressing more often!

**Comment:** I love to eat lunch at the Deli during the work week (M-F). I am gluten free and eat only kosher meat – no pork, no shellfish. There has been very little to choose from in the case lately. I love the chicken on the self-serve bar I love gluten free baked things too! That custard pie was great! Please bring it back!

**Response:** We are going to put out more gluten free items and other foods like sliced chicken in the salad bar and the grab-n-go shelf more often!

**Comment:** (1) Please have Co+opDeals Flyer out the day new sale starts. (2) The online Co+op Deals used to blank out the products only available by special order, but lately, that hasn't been done. I'm curious why – it's a helpful feature in conjunction with the print-copy

**Response:** (1) We now have a point person to make this happen. (2) We've been made aware that this change on the online version is in violation of the agreement we have with our national cooperative organization. We are actively seeking new solutions. – SW, GM

**Comment:** Someone suggested we get a small ATM in here.

**Response:** We've asked Del Norte several times to provide an ATM. We'll inquire with other credit unions to see if this can happen. – SW, GM