



Co+op Customer Comments

March - April 2015

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

Comment: Making it known that Logan is a valuable member of the team here at the Co+op.

Response: Logan is a great employee and has really stepped up to the plate! ~Chris

Comment: Just wanted to make it known that Frank is a valuable asset to your team.

Response: We are very glad to have Frank share his work ethic with us! Thank you Deli for letting us borrow him! ~Chris

Comment: Making it known that Sebastian is a valuable asset here at the Co+op.

Response: Sebastian has been a great help and is very knowledgeable. We are lucky to have him!

Comment: What is going on with the deli? For quite some time, 2+ months, there have been no bakery items on Friday and Saturday mornings. My husband & I are missing great scones & muffins with drinks when we visit. Oh, there were gluten-free as well. Thank you.

Response: Thank you for your response. We just hired a great baker and are working on getting the deli back to what you enjoyed. Please continue to let us know how we are doing. ~Sandra

Comment: Cashiers need protection from the wind (and customers).

Response: We can look into Co+op windbreakers, that may be awesome. We like customers though, so no need for protection from them! ~Chris

Comment: Lucas and Theresa – I am grateful for you being here. You are the greatest and I eat here a couple of times a week because your food is so good. Thank you very much. I'm so glad I met you when you charged my battery.

Response: Donna, thank you for the positive feedback in reference to our deli. We appreciate your support. "We got your back!" 😊 ~Theresa

Comment: Hi, My wife just bought a Greek wrap from your deli to go, the wrap was pre-made. It had a few olives in it that still had their pits. Who puts un-pitted olives in a wrap that you bite into? That is how lawsuits happen! If I broke my tooth, which I almost did, I would come after you legally! Just a heads up to fix this before someone gets hurt!

Response: Thank you for letting us know! You are right, they shouldn't have pits. We apologize for your bad experience. The Deli manager is also copied to this email. ~Sandra

Comment: While I was voting and reading the candidates statements the potential idea of finding a space in town for a second store location peaked my attention. In August the space at Canyon and Diamond (across from the High School and currently the Y-Teen Center) becomes available. The space rents for between \$2500 and \$3000. a month depending on how much of the space is used and if you are a non-profit or for-profit entity. The space is approximately 2000 square feet, has two restrooms, office space, very wired, and right next to the DALA dance studio. There is a new kitchen upstairs above the space and an older kitchen on the lower floor that 'may' be a possibility. Anyway, this would be so awesome to have a co-op at that side of town. The high school students would love it at lunch time if food were available.

Response: Thank you for the idea! We appreciate the information and detail. Your idea has been forwarded to the board and our interim gm. Thank you for your time. ~Sandra

Comment: The paper copy of the Co+op Deals sales flyer, which comes out every 2 to 3 weeks, used to have a watermark on the online version on the LA Co-op webpage which indicated which products weren't regularly carried by the LA Co-op but could be special ordered. This very helpful feature was discontinued sometime in 2014 due to some legalities involved with making any changes to the flyer as issued by the national program (National Co+op Grocers).

It would be helpful to me as a Co-op shopper to know which items NOT to put on my list that are not regularly carried by the my local co-op store. I don't understand how the watermarks placed by each individual co-op store were harming the national program. Rather, the watermarks were a very helpful feature for the customers who are the basis for co-ops being "stronger together".

I will look forward to some future solution to this that will be beneficial to the customers who are the backbone of any co-op. Thank you.

Response: Thank you for your feedback. We now have a solution on the website: <http://losalamos.coop/save/coop-deals/>. Under the header and link for the Co+op Deals flyer, there is a link and explanation under the "What do we have in our store?" heading. Please let me know if this solution will work for you. I welcome feedback. Have a great day. ~Sandra

Comment: I have been a member of La Montañita Food Co-op since 1975, near as I can recall. Worked there as a volunteer and then as a cashier about 5 years. Love the co-op ethic!

As a person with disabilities dependent upon others for rides, and as the full-time caretaker of a dementia patient, I am unable to get to your rather far away location nearly as often as I would like. If only you could move into the old Smith's location! I mention these things because I find it difficult to make suggestions re. products I'd love to see you carry, the way your cheese is wrapped, tips on improving the bulk buying experience, etc. My time there is so limited, and finding a receptive ear is not always easy. So here is my suggestion for today: How about an online Suggestion Box? Right there on your web site - big and bold and easy to find, and that is actually looked at every day, and with replies sent... Short of you moving to the the old Smith's location, this one small(ish) change would still make you more accessible, at least for me. Thank you for taking the time to read this! From an old co-op fan.

Response: Great suggestions. Smith's wouldn't allow us to move into their old location! I will see about making the suggestions process easier online. We are currently working on the site to make it more mobile friendly and perhaps we could incorporate your suggestion during that process. Be patient as our outreach coordinator is on extended leave and this is her area of responsibility. Thanks and as always you can send an email to info@losalamos.coop and it goes straight to my inbox. Cooperatively, Steve Watts

Comment: I wanted to give you some constructive feedback on a soup that I tried yesterday at your fresh soup bar. It was the "kale potato" soup. I purchased this at 11:30 in the morning. It was not very good in my opinion because was totally over powered by both garlic and salt. Also, there were no potatoes in it. I have always been impressed with the outstanding quality of food. I thought you would want to know my humble opinion of this product as it did not live up to your usual standards for balanced taste and quality.

Response: I'm truly sorry for your less than expected experience with our food. I have passed your input on to our new deli manager Theresa who is working hard at bringing new recipes to our customers, while preserving the quality you've come to expect. Again, thank you for your input. We need to know where we can improve and you have helped us. Steve Watts

Comment: I am not sure what happened to your Bakery/Deli department in these last few months, but it has gone downhill. The service is much slower, minimal breakfast and lunch selections, and when lunch is finally put out in the warmer at 12:15 pm, the food is not cooked. You used to have such a friendly and efficient staff in these departments. I miss the old Los Alamos Coop and the reason I became and even renewed my membership...

Response: Hope this finds you well. First i would like to take this time to thank you for the feedback. I understand how you feel. I too believe there has been some significant changes to our local Coop in recent time. I would like to point out there has been several changes in the deli. I.E new staff members, training, etc. With the bumps in our deli/baked goods i own that, and although things may not have been to standard the changes are for the better both for our community as well as the Coop. I invite you to please come in and have lunch on me. I would like to take the time to walk through our deli with you, and get a better understanding of the disconnect here. Please continue to support your local Coop. Feel free to reach out to me or just come in and say hi, I would like to meet you.

Thank you for your time, as well as the opportunity to communicate with you. I look forward to continuously building our Deli up, and making it even better for our community. Gabrielle feedback like this is priceless and will help us here at the Deli to make adjustments as need be. Please feel free to contact me at anytime. Have a great day! Theresa Westfall, Deli Manager

Comment: Greetings, I'm thinking of driving up from Santa Fe to get some raw milk. Is there a day/tme when I can count on it being available?

Response: Thank you for contacting us. The delivery is Friday afternoon, so it is best to stop by Friday evening. Have a great day. ~Sandra

Comment: The online voting for the board gives a 404 error when I try to submit your votes. It happened for both me and my girlfriend. When I clicked back, then resubmitted, it said I have already taken the survey. Just in case, I will submit a paper copy as well, but I thought you should know. Thanks.

Response: Thank you. Your vote was recorded. The error was from the landing page, which was edited before the email went out. Turns out our website interface renamed the page url during that minor edit. You do not need to submit a paper copy. I checked the data and confirmed that your data was recorded in survey monkey. The link is fixed now. Thank you for bringing it to our attention. I apologize for the inconvenience. ~Sandra

Comment: Hello, co-op staff. I love my co-op market, but WHAT has happened to the deli?! I used to buy the neatly packaged containers of (the day's or the previous day's) soups to serve for dinner. I got fresh potato or pea or broccoli salad for lunch. My family enjoyed the varied 'main dish' selections. Beginning some months (6 or 8?) ago however, we noticed a real drop-off in quality & variety. The (leftover but

fresh) soups are no longer available. The food selections that used to change frequently now show little variety. And worst of all, those salads now show signs of having been around a number of days. . . I've gone in 3-4 days in a row, & seen the same salads brought out as they increasingly look --& taste-- less appetizing. I truly hate to be a complainer. But when I compare the old deli with what it's now become, it makes me. . .Sad.

Response: Thank you for your inquiry. Yes, we are aware that the deli quality declined over the past few months. We are working to bring it back to the quality you remember. Triny, our interim general manager, is dedicated to doing his best to get the deli quality and consistency back to our standards. If you have further questions, comments, suggestions, please email Triny (gm@losalamos.coop). I hope you are soon consistently enjoying fresh/delicious, salads, soups, and other 'main dish' items at the deli. Thank you for caring. ~Sandra

Comment: I need the address changed on my "loan" to the co-op for the interest payments.

Response: We will update your address in our loan system. Have a great day. ~Sandra

Comment: I've been meaning to suggest this for awhile and keep forgetting - would it be possible to carry some/some more bone-in meat cuts? When I buy beef or pork roasts, I always prefer bone-in, and ditto with steaks (and pork chops) - the bones add a ton of flavor. Thanks!

Response: This is Triny Vigil, Formerly the meat/cheese department manager and new Interim General Manager. The meat department currently doesn't have a saw for cutting bone in products. The design of the Store/Meat department doesn't have the room to add a saw for bone in cuts, the saw takes up a great deal of space that we just don't have. I do apologize. Thank you very much for your suggestion.