



Co+op Customer Comments

May - July 2015

Comment: Just wanted to say how the deli has really stepped it up and is looking a lot better than it did six or eight months ago. Food selections and ready-made meals are plentiful and tasty. However, the fresh baked goods often seem barely in stock, and I recently purchased both a burrito (vegan) and a soup (tomato) based on the labels on the shelves, and I wound up with neither a vegan burrito (it had lots of cheese) or tomato soup (it was more like a pureed squash soup). I didn't have a problem with what I got (they were both yummy), but someone with food sensitivities or allergies could have a very serious medical issue, and/or the Co+op may wind up with litigation on its hands. This is a serious issue, and I hope the deli manager can be very conscientious in the future of ensuring deli food items are properly and carefully labeled. Thanks!

Response: Thank you for bringing the deli mislabeled items to our attention. It is a serious issue, and we are working diligently to correct it. Thank you again for your time. ~Sandra, Outreach Coordinator

Comment: Hi. Would you consider carrying Bragg's Braggberry Dressing and Marinade. It's delicious!

Response: I received your request and will strongly consider ordering your preferred Bragg's for the shelf and looking into other varieties from Bragg's. Thank you!!!! Toby Haag, Grocery Manager

Comment: Do you have fresh figs?

Response: Yes. We have black mission figs in the produce department. ~Sandra, Outreach Coordinator

Comment: The Beer Coop needs a food truck. The Food Coop needs a better location. There is an opportunity here!

I was at the Bathtub Row annual meeting last night, and learned that they are doing \$11,000 a week in beer sales...

I hope there is some creative thinking going on about the possibilities!

Glad to hear that you've found a General Manager. Thanks so much for all of your hard work in the interim, Triny.

Response: Thank you for your feedback. Great idea! A food truck idea came up before Bathtub Row opened, and is on Triny's mind now (great minds...). I think it will be a great concept for the board and the next GM look into. Triny will look into the possibilities of a food truck.

The comment board moved to outside the Co+op so anyone can see the comments regardless of whether the store is open or closed. The comment cards are compiled along with the comments on the website and then posted outside, on the website, and also linked to the newsletters every quarter or more frequently if we have a lot of comments.

Thank you for letting me know the website contact page was not updated. It is now up to date.

Thank you for your feedback! ~Sandra, Outreach Coordinator

Comment: My family came in this afternoon (8/8) around 2 pm to grab some food from the deli. We picked up two packages for the premade dolmas (6 in a pack). We started eating them on our way home and we had to spit them out they were so bad. There was a rotten, fishy flavor to both batches. We just wanted to give you a heads up that maybe you have a bad batch on your hands.

Response: My name is Triny Vigil, Interim General Manager of the Los Alamos Co+op Market. I am so very sorry to hear that you had a bad experience with our Deli Dolmas. Thank you very much for bringing this to my attention. I have mentioned this to our Deli staff. I personally went through all the Dolmas that were on the shelf and resolved the situation. Please, next time you are in the Co+op ask for me and I will offer you an 18% discount card for your next purchase. Again so sorry for the inconvenience.

Comment: Paint cement parking blocks in bright color for visibility and to avoid customers tripping

Response: Great idea!!! Thank you. I will add it to our list of goals. Again, thank you for the great idea. –
Triny Vigil, Interim General Manager

Comment: Are you guys planning to bring back the electric car powering station?

Response: Thank you for asking. The electric car charging station is still on the list of proposed projects for the future, but it is not viable for us to take on this project in the near future. ~Sandra, Outreach Coordinator

Comment: You provide balsamic vinaigrette at the salad bar, which is sweet. Your oil and vinegar option offers only “white balsamic” vinegar which is also sweet. Some of us prefer non-sweet vinegar, please offer unsweetened vinegar. For example red wine or sherry or even simple apple cider vinegar. No one should be getting diabetes from oil and vinegar dressing. I have requested this repeatedly and have been ignored. For my \$250 lifetime membership, I expect better.

Response: First, I would like to apologize for not meeting your expectation. You are right. The deli accepts your feedback and will make the change accordingly. Thank you!