



Co+op Customer Comments

August 2015

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: As I was looking through my emails, I noticed that I didn't see a response to your comment. Thank you for your comment. I know that the dolmas batches were checked that day. If you didn't receive a response until now, I apologize. Thank you for the information. I hope your experiences at the Co+op since have been great. ~Sandra, Outreach Coordinator

Comment: Great coop, but please, please do something about your salsa! Every container of salsa I've bought over the past ~6 months has either been bad, as was the Pepe's one I bought yesterday, or has gone bad within two days, as is usually the case with Antonio's. The only one which seems to have been the exception is the Taos salsa.

Response: Thank you for your feedback. I am passing on your feedback to our grocery manager, Toby Haag. We hope your salsa experience at the Co+op improves very soon. ~Sandra, Outreach Coordinator

Comment: I Read in the "Monitor" tonight (last Friday's edition) that you were having a "Harvest Festival etc" yesterday. Wow - could have been neat. Have you thought about actually advertising these things, using perhaps the membership email list?

Response: I am so glad you saw the article in the paper, even though it was after the event. We have a monthly newsletter that goes out to members who sign up and anyone who signs up on the website, which has our upcoming events and other information. Do you want to receive the Co+op's monthly newsletter? Thank you for the suggestion and letting us know we have more opportunities to expand our advertising reach. Have a great day. ~Sandra, Outreach Coordinator

Comment: I would like to give my daughter, who is a member, a gift certificate to the coop. Is this available? It would be optimal if it could be in the form of an email type notification, or, if they are only available on a card, mailed to her.

Response: Great! We would love to help you get a gift card to the Co+op for your daughter. We don't have a system to do an email gift certificate, but we can mail it to her. Please call (505) 695-1579 or stop by the Co+op to purchase the gift card. Have a great day. ~Sandra, Outreach Coordinator