Our goal is 100% customer satisfaction.
Contact us through our website at food.ou.edu or charles.g.weaver-1@ou.edu

housing & food
Your Comments:

Ally Graham is so amazing, she is like a super hero and her super power is being awesome at her job. Oliver’s will someday rule the world because of her.

Way To Go Ally! Thank you for recognizing her amazing skills. I was hoping to keep our plans for world domination a secret until we were 100% ready to go. As they say “The horse is out of the barn now!”

There’s light ranch on some days, but sometimes there isn’t. It would be great if there were more light dressings since dressing is so caloric. Also, I’m not sure if the raspberry vinaigrette is fat free or not. Thanks for listening.

Salad Sensations in Couch is a great destination for everything salad. We need to be more clear with our dressing labels and offer a greater variety. We will get to work on that right away. Thank you!

I love getting food at Oliver’s because it’s quick and easy when you a short lunch break like I do. I also love getting the chicken strip combo (like 3000 of my closest friends), but the only problem I have with that is I don’t much care for the rolls. I do however love me some biscuits (I am from what you would call the south), but there’s a problem. I ask if they can give me a biscuit instead of a roll, but they won’t do it because they say it is part of the breakfast (it’s only like 2 pans over from the rolls, c’mon). I really don’t see what the big deal is that I can’t get a biscuit instead of a roll? Why can’t they just reach their hand in a little farther into the warmer and get me a biscuit? Is it too much to ask for?! Thank you for your time and concern! Keep up the good work and tell the lady who serves us our food at Oliver’s during lunchtime to keep the friendliness coming!

Norman Oklahoma is South of the Mason Dixon line so you are officially still in the South when you request a biscuit with your fried chicken. Biscuits are a little more costly to serve that the dinner roll and that is why they are not an equal substitute. I am sure we can work something out so you can get your southern comfort (food).

Hi Chuck- Just a small (but potentially HUGE) problem that I’ve noticed. I go to Crossroads rather frequently, and everytime I’ve gone in the past few weeks, I’ve noticed a common problem: FLIES. I usually see A LOT (more than 5) flies zipping around behind the counter, just in the time that I am ordering my food. When I went to Couch Express the other day, I noticed the SAME problem. Now, I’ve heard the solution that to get flies out of the kitchen, you put manure in the living room. Obviously, not a good idea. But maybe some fly strips? Or I’ve also seen, in gas stations, this flourescent light that draws flies in and kills them, but it doesn’t look like the typical red-neck bugzapper. Whatever you can do Chuck would be great!

Another solute to the South! The Southern Porch Light the famous Bug Zapper! Before video games and face book there was the Bug Zapper. The Bug Zapper provided hours of entertainment and brought an element of Star Wars to the backyard. Sometimes an extra large beetle would hit the force field and it was “Gentlemen Start Your Engines!” Smoke and fire, life and death, good vs evil………. Good times…….good times. Now about the flies in Crossroads. It is November 10th, problem solved. Thank you for your comment.

I am almost to the point not to eat breakfast at Crossroads anymore! The past couple of weeks I have placed my order stood there and watch the gentleman make it and hand it to his co-worker and it takes his co-worker about 5 min. to get the order out to me! It only takes putting a lid on the plate or wrapping the sandwich and putting it in the bag. The guy that brings the orders out is to busy talking about something that by the time I get my food it is luke warm! One day last week the girl working at the cash register asked me if I had got my order and I told her no, she went back there and out she came with my order and apologized for taking so long. Anyway, I checked his name badge this morning after waiting several minutes after the cook gave him my food, his name is xxxxxxx. Someone needs to talk with him and tell him that the customers come first not him talking to his co-worker about what he did the night before!

I am sorry we did not promptly get your order to you in a reasonable time. At any time you feel this is happening please ask the cashier or supervisor about the status of your order. Regardless, we need to do our job of providing excellent customer service each and every time. Thank you!

I think that the couch restaurants are wonderful they all provide us with food and great customer service. The middle section is amazing,having to deal with some of the customers that I have previously seen, I give them props. I hope they can all keep up the good work!!

Couch Restaurants is a center of food service excellence because of the people who work there everyday! We are very proud of the work they do. Thank you for recognizing the job they do!

Dear Mr. Weaver,

I’ve been so disappointed this year about Kitchen Comments. A new edition is the first thing I look for and grab whenever I eat on campus. Unfortunately, I haven't been able to do this but once or twice. :( What’s going on?

I’ve been on a sushi kick lately and have bought many times now the Shizen products offered. I noticed there’s an option for white or brown...
Your Comments:

rice on the package, but I’ve only ever seen white rice. Would it possible to ever get brown rice? Also, could sushi ever be available in Couch restaurants? I mean, you could put on the main line one day, right? Speaking of offering different things on, say, the main line, could pad thai ever be made? The pad thai restaurant near Lindsey and Asp is very good, which made me think about having it in Couch sometime.

My last question is about Xcetera. One day, to my extreme joy, I saw Sixlets in the bulk candy section! Sadly, I only saw it once and then about two days later when I wanted more (after seeing a container full previously) it was gone. Could Sixlets be offered again sometime in bulk?

I hope I don’t seem picky. I’m truly grateful for the great selection on campus as well as all the hard work and workers that make it happen! Thank you so much!!

The delay of getting Kitchen Comments out is totally my fault. I have been absolutely covered by additional work this semester. I know "quit your whining and get to typing," but I have been busy.

We subcontract our sushi products to a sushi producer who works on campus. We can request different sushi items for retail sale. Sushi offered in Couch would have to be produced in Couch. That is not impossible but very labor intensive. We have done it on a very limited basis from time to time and we need to look at doing it more often. I will get with the Xcetera folks about bulk Sixlets. If we had them before I don’t think there would be a problem getting them back. Thank you for writing Kitchen Comments.

I was wondering if you could offer soy milk for the cereal at Oliver’s like you do at Couch Restaurants? I remember back in elementary school they used to offer Silk milk in cartons for kids who wanted it. I don’t know if they still have the pint size anymore, but it would be cool if we could get those.

We do offer soy milk at Cate upon request. We will make sure that service is advertised a little better.

This might break my mother’s heart, but I can’t stop thinking about how the butternut squash risotto with pear puree, raspberry sauce, and shaved Parmesan they served for lunch today in the caf’s Vegetation Station may have perfected the art of comfort food. I could see myself being happy with that dish for years to come. May I have the recipe, so that I can introduce it to my family? Failing that, may I write love letters to the chef?

It looks like you already have a good start on the ingredients list. Yes, any recipe we use is available to our guests. I am glad this particular dish is a hit with you and I’m sure a hit with others. Our chefs enjoy getting love letters. Have you already written a couple of letters to them? I have recently noticed they seem very upbeat lately and they are wearing cologne. Keep up the good work!

I don’t know what the commenter from last week is talking about… everyone at Taco Mayo is nice to me, without fail. Maybe it’s a user-issue…

On a related note, Oliver’s is awesome, the Italian place is awesome, the sandwich place in Cate has gotten way faster (and the food was always good), and Taco Mayo is cool, too. Couch is AWESOME, as always, and Crossroads is the best thing ever (Reubens! Yay!). I’ve attended or been associated with five different universities, not counting OU, and the food here is better than anywhere I’ve ever been. Don’t let ‘em get you down, man. There may be snafus here and there, but overall, this place rocks!

The great thing about working in the College & University Food Services is that your customer base brings experiences related to our serve from all over the country. Every so often we hear from one of those individuals who have a perspective on differing levels of food services on college campuses. I know that this is no great news flash but I never want to miss the opportunity to tell you that we have great people working in our dining service who are enthusiastically committed to providing you with a world class dining experience. Thank you for bringing your perspective to Kitchen Comments and for recognizing the great work our staff provides!

I think Kitchen Comments is fantastic. How many organizations would openly put all the feedback they receive in a letter right where everyone can find it? It always makes me feel like Housing and Food Services is continually trying to improve. That’s why I was so disheartened when I went to Cate tonight. As someone who works in a nearby building, I go there often, and had noticed a decline in service lately. Workers have been rude, uncaring and basically give off the feel that they would rather you go somewhere else. (The woman who works the lunch shift in O’Henry’s is a wonderfully big exception — always friendly.)

So, I wasn’t surprised when I heard that someone had complained in Kitchen Comments. I was, however, surprised at how I heard. I wasn’t standing anywhere near the Taco Mayo counter, but I very distinctly heard four of the workers making fun of a complaint written about the Cate staff in Kitchen Comments. They were especially interested in a comment about them being "lazy," which I thought...
was ironic because all four of them weren’t doing anything but looking at the newsletter, and two of them were actually blocking the counter. I saw a woman come up, look at the menu, look at the group and then walk away, I’m guessing because she didn’t think they were going to let her through. I know sometimes the comments are unfair or unreasonable, but I discovered I really like the fact that they are there as a sign of OU’s commitment to quality. I hope there can be some sort of reminder to the Cate staff that even if they aren’t waiting on us, we are listening.

That concerns me that you have seen a noticeable sense of negativity at Cate. I’m sure it is unintentional but we will continue to focus on providing service with OU hospitality. Our staff is very close with each other and they enjoy Kitchen Comments as much if not more than our customers. You are correct when you mention that KC serves as a reminder to us not to let down on our commitment to excellence. Thank you for you comment and observation that we are an organization that constantly challenges itself to improve.

1. I haven’t EVER encounter unmotivated, non-smiling nor angry people working at Taco Mayo. I stop there every day to buy my drink because I LOVE the styrofoam cup (shhhh….go greens may riot) and I know just about everyone by name. It’s just the positive break I need in the afternoon and I look forward to not only my drink but saying hello and seeing their smiles. In addition, this is my experience no matter where I stop in Cate, everyone is always helpful, always up beat and seem happy to be there. So here is my shout out to the Cate crew, I think you rock! In addition I’d like to state that the combo at O’Henry’s is appropriately priced and the amount of food doesn’t disappoint. I can eat and the half a sandwich on ciabatta and a cup a soup is just right.

2. It entertains me that a lot of articles start with a compliment that leads to “may I suggest 1, 2, 3, etc...” or but….. That’s got to get old after a while but you just keep your cool. Good job Chuck.

3. Keep it up Housing and Food Services! You work hard, you keep a good attitude while doing it and know you are appreciated!

No buts about it :) 

No……I know what you are thinking…..you are getting your wife and kids to write Kitchen Comments and make yourself look good and give yourself a little pat pat pat on the back…..I hear you out there. Let me just say, I would never solicit comments of praise for our service. Let me also say that I too appreciate the job we do. We are a large department on campus that earns its reputation one transaction at a time thousands of times a day. The details that we have to get right everyday are mind blowing and we get it right a lot. Thank you for this comment and giving me the chance to say what we all need to be reminded of from time to time.

Ok Chuck here we go! The hotdogs at Couch Express must be a joke they have to be! Those thin tasteless nowhere near juicy hotdogs…yep had to be a joke. Oh yeah Chuck did I mention they were burnt also?! Chuck I am very dissapointed I’ve had better hotdogs microwaved for me on a train. So let’s put out heads together and come up with a tastier hotdog!

We thought that we would try a new hot dog from the These Hot Dogs Are a Joke Hot Dog Company. The preparation instructions actually call for burning them and serving them dry and tasteless. It sounds like we followed those directions to a T. I hope you know that was a joke and I hope you returned that dog of a dog and get your money back. Sorry about the bad dog day.

I wish Xcetra carried wheat gold fish!

This is a comment I can really sink my teeth into. So simple yet so deep. Such an innocent request that comes from the heart, child-like in nature yet pure and sincere. I’m sure this request brings back fond memories to your Mother as she pushed you through the grocery store with you in the cart. All I can say is yes Son, we can carry Wheat Gold Fish.

Chuck, I love Couch, but I hear you’re a Texas Tech fan. What gives?

I am happy to hear that you love Couch Restaurants. I hope that my alleged allegiance to the Red Raiders doesn’t change the fact that Couch is a great place. I grew up in Lubbock, Texas. I went to every Texas Tech athletic event on the schedules from elementary school through high school. My Mom and Dad went to Tech. My Brother and Sister went to Tech and yes, I went to Tech. Now, Texas Tech is coming to Norman to play the Sooners this Saturday and I anticipate that the work atmosphere in and around the office is going to get jocular. Tech is having a down year, Sooners are coming off a rare loss.......at this point I would have to say it is going to be a long night for the red and black. I hope the Red Raiders get bowl eligible this season. I’m accustomed to spending at least one evening over the holidays watching them in a bowl of some sort. They might have to wait until the last game to get number 6. The Sooners have a lot of work ahead of them to get into the championship game. So your question was “what gives?” Yes it is time that I say where my heart will be this Saturday. This Saturday when the Texas Tech University Red Raiders plays The University of Oklahoma Sooners I will be...