The University of Oklahoma

KITCHEN COMMENTS
CUSTOMER FEEDBACK FORUM
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housing & food
Your Comments:

Recently O’Henry’s changed the apples they sell from the waxy red sad excuses for fruit to a crisp yellow and red type. This was a great change but I was disappointed tonight when I saw that the waxy kind were back. Is there any way to switch back?

We haven’t made a switch in apples but the outward appearance of the apples will change for several different reasons. Packing and handling of the apples may alter the appearance due to differing packing methods and companies. Condensation and humidity will also cloud the “polishing” of apples.

WHAT’S GOING ON!!! Last week I used 2 meal exchanges to purchase 4 cereals and 4 milks and 3 pancakes which rang up to about $12, $2 less than the value of two meal exchanges, that’s cool. This week I can only purchase 2 cereals and 2 milks in SEPERATE transactions which came out to $5 per transaction, $2 DOL-LARS LESS THAN THE VALUE OF EACH MEAL EXCHANGE...NOT COOL!!!

Meals on your meal plan are designed to be used for meals in Couch Restaurants. We do our best to create equitable exchanges at our retail location where feasible. Not all combinations of items will equal a dollar for dollar exchange. To get the full value of your meal plan in our retail locations use your declining balance dollars when making a purchase.

Hi! I just wanted to thank the employees at Crossroads on Sunday, Oct 24th. Crossroads is known for being open 24/7 and being convenient for college students and their crazy schedules, but they also are just a great place to eat in general! Today my family was visiting and we went there for breakfast. With two children under the age of five, this can sometimes be a big hassle, but everyone was very understanding as my mom quizzed about the availability of waffles a la carte and as my siblings repeatedly changed their minds between plain milk and chocolate. The food was also prepared quickly and was delicious! So thank you, Crossroads, for not only being a great place for 3am food runs, but for having excellent service for a family.

Thank you for bringing your family to Crossroads! The staff there is great and will be excited that their efforts are recognized. We look forward to serving you and your guests again soon! Thank you for your comment!

I love Chick-fil-A, and the one at the Caf is always great. The one at the Union, however, is awful. Why are the fries always undercooked but the chicken overcooked? Chick-fil-A chicken is wonderful, but the last several times I’ve been to the Union location it’s been gross. If I wanted overcooked, grisly, greasy chicken, I’d go next door to Wong Kei.

I apologize for your recent experience at our Union Chick fil A. We are committed to providing a great Chick fil A experience to each and every customer. If you would give me your email, I would be happy to give you a couple of Chick fil A coupons for Chick fil A sandwiches and an opportunity to correct our mistakes. Thank you.

Dear Chuck, After living in the residence halls for 4 years, I have come across a very disturbing fact. When I was a freshman, the value of an exchange was $5.50; whereas, now it is $7 (it has increased 50 cents every year). Even though the value of an exchange has risen to compensate for the increase in food prices, the same meal plans are offered to freshmen with the same number of points that were offered to me as a freshman.

With the increase in food prices and no increase in points, the overall value of the meal plan has decreased significantly. Doing simple math one can see this quite clearly (Figuring meals per week times 16 weeks and dividing total points by the value of an exchange). My freshman year, if you had the 12 meals/150 points this came out to be 219 meals per semester, and now it is worth 213 meals. The 6/600 plan then was worth 205 meals per semester, and now it is only worth 182 meals. Even the block meal plan, 150 meals/400 points offered to upperclassmen, my freshman year was worth 223 meals a semester and is now worth 207 meals. This simple math does not include any stops to Excetera either where points can be spent quite quickly. Looking at the smallest difference of 6 meals for the 12 meals a week plan, that is a half-week’s worth of food that has disappeared. The 6 meals a week shows a difference of 23 meals, with it still far less meals than the 12 meals a week meal plan. That is almost 2 week’s worth of food figuring 2 meals a day that was lost. These figures also do not include any meals lost when meals roll over each week. I have not researched the cost of the meal plan over the past few years, but I can imagine the price for the meal plan has increased over this time period as well. If we are paying more for the meal plan, while receiving less food, what happened to the “value” of the meal plan? I know budgets get tight, but should the residents be the ones that lose out in the matter? My biggest concern is freshmen burning through their points faster and faster each semester. They could learn to stretch their plan but should they have to though?

Sincerely, Concerned Senior

As far as I can tell, you are pretty close with your math and with several of your assumptions. You mentioned value several times in your comment but failed to mention any improvements we have made to the dining facilities, services and overall quality of the menu. We have not stood still over the last four years in any of these areas we remain a national...
Your Comments:

leader in college foodservice without being a national leader in college foodservice meal plan prices. Today's OU freshman on a meal plan has access to services and variety that is well worth the cost. I appreciate your history lesson in facts and figures but I find that they can be misleading if that is your only base of information on which you make your comment.

I'm an upperclassman who refuses to let go of the fabulous OU mealplan long after I left freshman year behind. The caf is my absolute favorite place to eat at OU and the vegetation station is the best of the best! Thank you to whoever came up with that idea. However, I have one complaint this year in particular. I'm a vegetarian who HATES breakfast food. I can't even tell you how much I detest anything even resembling pancakes, bacon, or eggs. It makes me nauseous even thinking about it! So my complaint is that for some reason this year, the vegetation station has all breakfast food way more often than all previous years I've been here, and I'm stuck eating salad more often than I care to. I realize a lot of people like breakfast for dinner but I'm begging you: when it's one of those days, can you PLEASE provide just one main course for vegetarians who don't want to eat breakfast food? PLEEEASE?

Every restaurant in Couch Restaurants has the ability to produce vegetarian entrees. Well......all but Chuck fil A. It's no problem to produce another vegetarian entree for the main hot line but please don't feel our vegetarian selections start and stop there. I will agree with you about the vegetarian bacon......I mean why bother. Thank you for your comment.

Chuck! I must say that the addition of wings in Cate is an AWESOME change from last year. I WAS going to put in a comment especially prais-ing the garlic parmesan wings, since I've had them about three times now and they have all been fantastic. I WAS going to ask if you could get Crossroads to use the same recipe. However, I learned today that there isn't even a recipe...allow me to explain. I order the wings, and the two ladies at the register looked at each other funny when I ordered the garlic parmesan and said "Um, do you really want to risk that?" "What do you mean?" "I mean, we don't really KNOW how to make the Garlic Parmesan. Nobody's really showed us. We just kind of wing it every time...no pun intended." So I said "sure, it's been good the three other times I've had them." Another worker then comes back 5 minutes later and informs me they're out of the garlic parmesan. So what's the deal, Chuck?

Please give me the opportunity to assure you that there is most definitely a recipe and procedure in the making of our garlic parmesan chicken wings. It sounds like we need to do a better job training in this instance. Thank you for your comment.

I just tried to order a side of french fries. The girl told me they don't side orders of fries because they don't have a way to ring them up. They are listed on the board as a side order with a price. What the heck?

Uhhhhh......That's a new one on me. I really don't know what went on in that situation. What the heck is it?

All you can eat is great!!!!!!!!!!!! We love all the sweets. Dessert first, always!!!!

That is why we put it at the front! Go CRAZY!

Dear Chuck, I have a suggestion for Couch Restaurants. I know that the back hot line (next to the snadwich station) is often used for a hot dog bar or for fried food. I understand that this is probably a cheaper option but I think it would be a great addition if that became a low calorie area. They could serve food that is healthier and low calorie or low carbs. It would be nice to have the health facts on something in Couch Restaurants especially with the rise of obesity in our country. Thanks! Also could we get turkey burgers offered somewhere on campus...they are so much leaner than beef burgers. And they taste better too!

Couch is full of choices. Healthy low calorie choices are abundant throughout the place. Yes, we can add a Turkey Burger to the Veggie burger and Grilled Chicken we already have available in the Smokehouse. No Problem. The menu for the food bar you are referring to is centered around a theme not based on a desire to force feed carb loaded fried items to a captive customer base with no choice at the lowest possible cost to produce. Balance in everything is the key.

I've noticed that this restaurant is holding more secrets than the average customer would notice, like Catering upstairs for all sorts of "things" and those tray's you may see some customers have every now an again, also the light up disks for steak orders. What is this number one restaurant hiding up it's selve?

The trays you see carried from time to time are for scheduled groups who need to carry their meal to the meeting room up in Davenports. We provide trays to these groups as a convenience. The dish you see are given out at the Sooner Smokehouse. Customers get these when they order a special grilled steak or chop. Since it takes extra time to prepare those items, we give them the buzzers to alert them when it
More Comments:

their order is ready. Other secrets?

It is rumored that Dave keeps the National Food Services Directors Book of Secrets somewhere in the stacks at Bizzell Library. The formula to Coke Classic can be found there. The recipe for McDonald’s Secret Sauce…..it’s in there…..Colonel Sander's Secret blend of Herbs and Spices……it’s in there…..The meaning behind the acronym you know as SPAM is in there. How Gummy Bears are made…..yep it’s in there. The exact number of licks it takes to get to the center of a tootsie pop…..in there. The favorite restaurant for Aliens from another planet…..it’s in there too! (Actually that is not much of a secret. By now everyone should know it is The Waffle House).

Comment: about Oliver's Breakfast, your condiments counter is filthy. There is powdered sugar, some old receipts and some drink that has been sitting their for 20 minutes and it is no ones. Oh and there are pieces of food on the counter as well. That shouldn't happen. We will pay more attention in the future. Thank you.

Today at lunch, I had the flatiron steak, which was delicious. However, I was a little caught off-guard by how red the inside was. I'm really used to meat cooked a little bit longer (medium well, at least) and I totally understand that it's just a difference in personal preference. My suggestion is that you might consider writing the level of doneness on the glass, similar to how you indicate if something is vegan or contains dairy in the vegetarian line. Just a thought.

The basic rule in preparing steak for a large group serving them buffet style is not to cook them to anything more than medium. Our goal is to prepare them to medium rare because as we hold them for service they continue to become more well done. Just remember, you can always cook a steak more but you can't uncook one. If you get a steak that is too rare for you in the future, please ask one of our chefs to put some more heat to it or simply pop it in the microwave for a minute or two. Thank you for your comment.

I really enjoy eating at Couch Restaurant, Couch Express, and going to Xcetera, however I am an upper classman and when I try to park in priority, especially late at night, there seem to be so many freshmen parking in our upper classmen parking that I can not find a priority parking slot. I realize this has little to do with the food end of this situation, but also I am sure it annoys other upper classmen also. I was wondering if anything can be done about this, or if there is somewhere online I could mention this problem to OUPD where they could take care of it. Thank you!

Yes I think freshmen should provide valet parking service at Couch and Xcetera for all upperclassmen. And while they are at it vacuum the inside of the car and squeegee the windows ;-).

Today at lunch I ordered a sandwich from ohenrys. After waiting twenty minutes, and watching the workers stand around talking instead of working I asked about my food. I was told my food had been sitting back by the grill for an unknown amount of time. So while waiting twenty minutes my food was sitting ignored in the back getting cold. I really don't appreciate paying seven dollars to be treated rudely to be ignored and to be served cold food.

The folks at O’henry’s normally do a fantastic job serving our customers promptly. I do not know why this did not happen in this instance. During your next visit, I encourage you to speak with a manager so we can correct this mistake. Thank you for your comment.

I recently bought a veggie burger from Crossroads and I was mildly disappointed. The burger itself had a decent taste it but was dry. Very, very dry. The only thing that saved it was the juices dripping out of the one tomato on top and the mayo. I understand that making veggie burgers can be difficult, but other food establishments have done superbly in this respect, or at least in choosing who gets to make them. Is there anyway we can look around and get some decent veggie burgers here?

We mainly get our veggie burgers out of the fields in Florida. The Florida Farmers grow the best and juiciest veggie burgers in the nation but an early frost killed off the veggie burger crop in Florida this year and now we are getting veggie burgers that are being grown in California. California’s more arid climate is great for growing grapes but not so great for growing veggie burgers. Our only hope is that the Florida Farmers will bounce back and that the new juicy veggie burger crop from that region will be ready for harvest by September 2011. If that doesn’t happen, we will be stuck with another season of the California crop of dry veggie burgers. Maybe OSU can develop a strain of veggie burger plant that is resistant to frost so we would not have this problem ever again. I’ll give them a call. Thank you for your comment ;-).

Good Luck On Finals!