Wanted: Crossroads Bandit

In This Issue:
- Not Funny!
- Red Dressing Girl?
- Food Bandit in Crossroads?

And of course Your Comments:

Find out more about us at:
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We bring life to the University Experience

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:

I try to read each issue of Kitchen Comments to see what fellow students think about the restaurants on campus. Many of the comments I read seem like sincere requests that the student wants taken into consideration. After all, that is why we have Kitchen Comments, right? The responses to these concerns often seem rude, and highly unprofessional. For example, in the first issue of the new year a vegetarian started off by saying "I have a beef with you," the irony of the statement was indeed amusing but that didn't need to be recognized in the response. Chuck, who I assume writes the responses, took the first 6 sentences to tell the writer how he/she should have phrased her question before actually addressing her concern. That was really not necessary. Also Chuck made fun of a typo in someone's comment (Mild not Milk). While reading the comment it did take me a moment to figure out what the writer meant, but then it wasn't a big deal. Instead of simply acknowledging the mistake by "I think you mean milk not mild" and resolving the issue, you make jokes about soft and smooth. It's immature and unprofessional. We students have serious concerns and wishes about the restaurants on campus and these concerns should be addressed in a more respectful and empathetic manner.

Kitchen Comments was indeed established to give an open forum to issues surrounding Campus Dining. Thousands of comments have contributed to make Dining Services at The University of Oklahoma one of the best in the Nation (top 5 to be exact). I take very seriously the criticisms and suggestions and we (the Dining Services staff) work very hard to improve daily. I apologize if I injected too much sarcasm into my reply. I want Kitchen Comments to continue to be the forum for which it was intended. I want to provide a little humor and entertainment in our little reader just to keep it interesting but I do not want to stray too far away from the intended mission of Kitchen Comments. Thank you!

I've "go" some leafy green issues with you...I mean if you are going to criticize me about playing off words, at least SPELL your words correctly!!! Yes I am a vegetarian, no I don't have an identity crisis... I am asking about your healthy, organic foods and you are ignoring the questions at hand. Can you deliver a veggie meal at Olivers? Can you give me a salad bar at the caf of organic and unprocessed foods? You mentioned that there are other concepts in Couch that can produce veggie meals to order... What are they? Are they loaded with sodium? Are ANY of them organic? The last time I ordered a veggie burger from the smokehouse they cooked it on the grill that they cook meat on..... ARE YOU SERIOUS???? All I am asking for is some simple, raw, unprocessed and organic fruits and veggies.. oh and a veggie combo at Oliver's...and maybe the Light and Lean Amy's dishes at Excetera..bet you didn't even know they existed!!

As I tried to explain in the last issue, a dedicated organic area within our dining program would be cost prohibitive and inconsistent with regard to product availability. I think we do a good job providing vegetarian options and I will continue to look for ways to economically provide organic and unprocessed foods in our dining programs. I do apologize that your veggie burger was prepared on a grill that is also used to cook chicken and burgers. That is not appropriate. I also apologize for my typing mistakes.

Chuck, This doesn't have necessarily anything to do with the quality of the food or service at OU. However it does have to do with the inaccessibility of information on Cate ala Carte. I currently work there and have been searching the OU website system to try and find the main operations number for the facility. However I have been woefully unsuccessful in my attempts. If you could put a line in to the office that runs the website and have them make a page available for employees with the numbers of the operations it would be a great help.

I will get someone in contact with you to get you the information you need. Thank you.

No one gallon jug of skim milk at Xcetera? Heresy!

I know we carry gallon skim milk on a regular basis. I am sorry if we were out at the time you were looking for it. I'm sure it was a very temporary shortage.

Chuck, while I am thrilled that xcetera is expanding it's natural/organic chocolate selections by adding Dagoba chocolate to the shelves, I hope this does not portend the discontinuation of Endangered Species brand chocolate? Endangered Species is my absolute favourite and I might just cry if it disappears! -a chocolate addict

I don't want you to cry! The only way a product gets dropped is if it does not sell. So keep buying the Endangered Species chocolate so it will not become extinct from the shelves of Xcetera. Thank you.

Can we please have Roscoe's open on Saturdays?!

We can look into what it would take in sales to cover the possible hours of operation and see if it is feasible. If it works out on paper then OK.

Chuck, while I am a "super senior" it had been a good while since I'd eaten in Couch Cafeteria. I moved out of the dorms before the renovations and before fantastic perks like room service. But since this semester I have just two (long) days on campus a week, with
Your Comments:

my mid-morning class being in Boren House (the Honors College), I pur-
chased a block of meals for the sake of convenience and tried out the
cafeteria on Tuesday.

All that I can say is, "wow!" The cafeteria looks fantastic and the food
options are even better than before. I love not having to squeeze through
an internal line if I want the daily special, or having to traipse from one
side of the building to the other if I want side dishes with my entree. But
most of all, I love the woman who greeted me today. She was probably
in her fifties, with short light hair and a fantastic smile. After years of being
met silently by a sullen student who swiped my card and shoved it back
at me, her, "thank you for joining us today, we're so glad to have you!"
made my whole week. People forget how far a little kindness goes, some-
times.

You don't have to print this in "Kitchen Comments", I know it's
rather long. But I just wanted you, your staff, and especially that lady to
know that people do value you.
(Dave Annis might remember me
as "red dressing girl" from a few years ago :)

I really enjoy hearing from our
seniors and the perspective they
give us in regards to our food ser-
cvice. Couch is a beautiful facility
that serves an awesome variety of
entrees, salads and desserts.
Thank you for writing and recog-
nizing our staff that makes it all
happen everyday! We want you to
have an excellent experience from
the time you enter Couch until the
time you leave to continue your
day. (Yes, Dave remembers you
and sends his best!)

hey i was wondering if you can go
back to the old macaroni, the new
macaroni is not very good, this is
serious, me and my friends were
talking about it

We haven't changed the mac (yet).

When does Cate Main, and all of it's
eating establishments, close? There
are posted closing times, and then
there are the times that I frequently
see the restaurants closing. Today
my beef is with Roscoe's. The web-
site says they close at 11 Monday
through Friday. It was 8:30 when I
left Couch to walk over to Roscoes,
in the cold. When I got there, the
employee looked kind of sad to tell
me they were already closed. I asked
what time they closed, and she said
she had started closing at 8:30 to be
'out of there' at 9:00. This isn't the
first time I've seen this - if you come
to Cate Main to eat any time after
10PM on the weekend you'll be
greeted with cleaning supplies,
flipped chairs for limited seating, and
a few resentful glares. If I was walking
in after close, I would under-
stand. But with two full hours left of
business, I just don't understand! I
shouldn't feel guilty for ordering late
dinner, and shouldn't be denied my
caffeine for the night! I understand
that these are students who need to
go home, that's fine with me. I have
a job, I'm sympathetic to that. What I
don't understand is when the actual
closing times are. In a normal busi-
ness situation, you wouldn't even
smell the cleaning supplies before
the posted closing time, let alone see
someone cleaning up and especially
not taking away seating options.
Please Chuck, if they are going to
start closing at 10 and not be happy
to serve food at 10, then post a clos-
ing time as after close, I would under-
stand. If Roscoe's needs to close at
8:30, let us know they need to close
at 8:30. But if it's posted all over that
close is midnight or eleven, please,
please fix this and let us order food
and coffee, guilt-free, seats included,
until the posted close times!

We should not be closing early or
limiting our services in order to

close at an exact time. I apologize
for this and will follow up on our
closing procedures and expecta-
tions in order to make it clear that
we will serve our last customer of
the day just like our first customer
of the day. Thank you for your
 comment.

Today, I was given a piece of lemon
cake. It was the last piece of the en-
tire cake, so it was setting on its own
plate already inside of the display
case. When I went to eat it, it was
hard. As in, I could pick this sucker
up and bounce on the plate and it
would not break or soften. It was dis-
gusting. I think that this practice
should be abolished, of putting indi-
vidual slices on plates inside the
case. No lemon creme cake tonight,
day wasted.

When a pie or cake gets down to
one or two slices, we put it on in-
dividual plates to make room for
another whole pie or cake. We
probably need to wrap these indi-
vidual pieces in order to maintain
freshness and for sure be check-
ing the quality of an item before it
is served. Thank you for your
 comment.

Hey Chuck! What is up with the non-
flavored "hot" sauce on the mexican
line? That stuff has no flavor, much
less being hot. Is it from New York
City? Here is a good recipe. Toma-
toes, minced garlic, garlic salt, pep-
ner, cilantro, habenero peppers, on-
ion. This is my own recipe and it is
"hot" and has much flavor. Please
reconsider your hot sauce provider.
Thanks,

We try to hit a variety of flavor
profiles with our salsas. Not all of
them are meant to "bring the
heat," but I know what you are
talking about. When you get salsa
you are expecting some degree of
spicy hot. I think we need to pro-
vide some descriptors that will tell
the customer what to expect from
the salsas on display. We will pro-
vide a fire extinguisher for your
More Comments:

recipe. Thanks for the suggestion!

Dear Chuck, Let me first begin by saying that I have been eating in Cate for four glorious years now. Sandwiches, wings, chicken fried steak day...Cate has brought me delicious and nutritious nourishment for my entire stay. In light of how much I love Cate Center and the wonderful food options it provides, it saddens me to have to write this kitchen comment. Time after time, I have walked into Cate a little after eleven and received the same amazing service I would receive at any other time of the day. Unfortunately, that was not the case tonight. Upon walking into O'Henrys and standing at the edge of the mopped floor, I was glared at by almost every employee currently working. One girl was standing behind the counter and did not break her glare until I smiled and said, "Hello. Are you closed?"

Two employees snapped, "No." I ordered a cookie and a fountain drink. I had no intention of ordering a full meal or inconveniencing them in any way, but I feel like even if I was starving and in desperate need of sustenance, I would not have ordered as such for fear of being forever despised by the entire staff. This is not the first time this has happened and I know that I am not the only person that feels this way. I get it. It's late. We're students. Most of us have jobs and most of us understand what it's like to work through college, but we're not talking about 11:59 here....we're talking 11:15. I don't think it's too much to ask for a little common courtesy let alone some decent customer service. I've worked at restaurants and I understand that it takes time to clean and shut down, but let's be honest, there are plenty of nice and chipper people working that don't turn into pumpkins at 11:01. I don't mind walking around vacuum cords, turned up chairs, or wet tile...but what I won't sidestep is a bad attitude. And can we bring back the old, delicious cookies? Seriously, what happened? Best, A Concerned Customer

I am sorry! We will address this issue of closing schedules ASAP. Please always feel free to ask for a supervisor in these situations. We do not want to develop a reputation for bad service close to closing time. Also, well sell a couple of brand name cookies. Both have been on campus for a couple of years so I am not familiar with any change unless it is a particular cookie you are talking about. Please check with the Cate manager for clarification on this cookie caper.

Cotton Candy Night is seriously the greatest idea Couch has ever had.

You just can't go wrong with Cotton Candy. I think I am going to buy a Cotton Candy machine for the house like my family Dentist suggested.

Firstly, I love the pot roast. It may be the best thing Chef's Choice makes. Secondly, why are sweet potato fries such a rarity? They are the best kind of fries- I love them. Also, when you do have sweet potato fries, can there be more? They always run out really quickly.... Now for the real issue- my hummus. I love pita chips. And I love hummus. But what I do not love is cheese on my pita chips! Pita can stand alone! It doesn't need any additives and if it does, they belong in the hummus! May I have some pita chips without Parmesan please?!

First, I'm glad you liked the Pot Roast. Secondly, we have sweet potato fries on a pretty regular basis. We also serve them in the Smokehouse from time to time. We fry the fries in small batches in order to maintain the freshness so that may be why we are running low from time to time. It's nothing that a little better communication with the kitchen would not solve. Finally we can make pita chips without Parmesan cheese. We could start holding back some for you and others who don't want the cheese. Thank you for your comment.

i seem to have had this problem more than once, and i know that others have had it also; how come when i order at crossroads and the person in front of me orders the same item i do not get my food? i have done this more than once as my friend and i love to eat the chicken strips and fries. if he orders ahead of me, my food is strangely forgotten and i have to ask them to make a new one. they mysteriously forget my order! my roommate has also had this issue. really what is going on!

What could be happening is that one of our Crossroads staff is clearing the order from the production screen before the order is completed. Or there could be a food bandit on the loose in Crossroads preying on unsuspecting customers. I need to keep track of this so I can know how much of a problem we have. I apologize for the inconvenience.

Need to turn the heat up on the Wendy's Chili. Luke warm is not that great!

Chili should not be chilly. We will get that corrected.

I ordered a caesar salad from Crossroads and the chicken tasted metallic and extremely off. I didn't feel like I could eat it. I was wondering if I could have a refund for an exchange to pay for it? My ID is XXXXXX Thanks!

We will take care of that right away! I am sorry that it was not the way you wanted.