



Comment Card Responses

Thank you for all of your comments this week regarding Higgins Café.

They are essential in letting us know what you liked, what you did not and where we can improve. Please keep them coming.

Did you miss reading last week's comments? We also post comments on our website <https://clarkdining.sodexomyway.com/> on the [Feedback] page.

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- **Posted:** _____
- [Suggestions/Comments/Questions](#)
- Franks red hot
 - *Franks Red Hot sauce is available at the condiment station during all meal periods.*
- Please have the fries from Friday more often(three agree)
 - *The seasoned waffle fries served at the grill station were well-liked by many of our guests and we will feature them as a specialty grill item more often.*
- More steamed broccoli
- More green beans
 - *We will be serving fresh steamed broccoli and green beans on our upcoming menus more often as the spring growing season progresses.*
- More peanut butter and fluff. Thanks!!!
 - *We will be featuring more of the very popular peanut butter sandwich bar along many different choices of spreads and toppings, including Fluff, and Nutella, on our upcoming deli menus.*
- Lime Jell-O please
 - *Look for lime Jell-O as one of our dessert offerings soon.*
- More barbeque food
 - *We hope you had the chance to enjoy the BBQ beef served at the Simple Serving's station on 3/27. We will be serving more BBQ dishes on upcoming menus.*
- Pecan pie please
- More magic bars please
- More dark chocolate brownies please!
 - *These dessert requested items have all been featured recently and will be back again soon.*
- More vanilla yogurt

- *Vanilla yogurt is served daily at the fresh fruit and yogurt station during the breakfast meal period.*
- More breakfast meat options
 - *A variety of breakfast meat options are served on our breakfast menus throughout the week and during brunch on the weekends. We recently added kielbasa as a new meat option.*
- Nuts, preferably pistachios or walnuts or pecans
 - *Due to the high risk of cross contamination for our guests with nut allergies, we eliminated the use of whole nuts on our self-service food stations. Pistachios, walnuts, peanuts and pecans are carefully monitored in recipes when used in various dishes and desserts where they can be properly labeled and have a lower risk of coming in contact with other food items.*
- Tortellini soup again! Love it!!
- Butternut squash soup more often.
 - *We will be serving these popular soups again on our upcoming soup menus.*
- Fried Oreos please(two agree)
 - *Thanks for the suggestion. We will look into serving fried oreos as a special at the Chefs table station.*
- Can you include gluten-free bread? :)
 - *Gluten free bread is available in the “My Zone” refrigerator next to the Simple Servings station. There are also gluten free muffins, desserts, and rolls stocked on a daily basis in the refrigerator. Please feel free to ask a station attendant if you would like a particular menu item made on gluten free bread. In addition the made-to-order Deli station has gluten free bread available for sandwiches upon request.*
- Paprika to make deviled eggs
 - *Look for paprika to become available at the spice rack on the condiment station soon.*
- Bread bowls more often please!!
 - *We are happy to hear you like this new menu item. We will have the bread bowls again soon on our upcoming menus.*
- Have granola available all day
 - *Granola is available daily during the breakfast & lunch meal periods. We utilize this space on the salad bar to serve different grains and seeds to maximize variety in our offerings.*
- Stuffed shells please(three agree)
- More ravioli please(one agrees)
 - *Stuffed shells and ravioli have become very popular menu items and we will definitely be serving them more often.*
- My freshman year we always had pumpkin ravioli, can we have that again?
 - *We will look into bringing back pumpkin ravioli as a specialty menu item.*
- Banana bread, please?
 - *Banana bread will be available more often along with our variety of breakfast pastries.*
- Meatball subs!
 - *Meatball subs were served at dinner on Thursday 3/30 at the Chef’s Table station. In addition meatball subs are available daily in the Bistro.*
- More chocolate chip pancakes
 - *Chocolate chip pancakes are served on a regular basis but we will add to our menus more often.*

- Pizza bagels please
 - *Look for pizza bagels at the pizza station soon.*
- Veggie lasagna, please!
 - *Thanks for the suggestion. Vegetable lasagna will be served as a specialty dish on our future menus.*
- Could we have gluten free pasta added to the pasta station
 - *Gluten free pasta is available upon request at the pasta station during the lunch & dinner meal periods. Please ask the station attendant for gluten free pasta and they will prepare your dish using a separate pan and utensils.*
- More of the shrimp salsa! Love it
 - *We are glad you liked the shrimp salsa. Look for this popular salsa again soon*
- More of the banana rum raisin smoothie
 - *Banana rum raisin smoothies will be featured again soon at the smoothie station.*
- Can we have more cinnamon raisin bagels?
 - *We will increase our supply to ensure we have more cinnamon raisin bagels available every day. Please feel free to ask a dining room attendant if you don't see any at the toaster station so they can check if there are more in storage.*
- Replace the butter more often
 - *We will keep a closer eye on the butter and replenish it more often as needed.*
- Can you please refill the spice rack, the garlic powder has been gone for months
 - *The spice rack has recently been refilled with the most often requested spices including garlic powder. Please feel free to ask a dining room attendant if you find we ran out of a particular spice so they can replenish it for you.*
- A few weeks ago, there were grapes for breakfast. Please more!
 - *We will work with our produce suppliers to have grapes and other fresh fruits available more often now that the spring growing season is approaching.*
- Can we have a comment board for the bistro?
 - *There is a comment board in the Bistro located on the wall behind the soup station. You can also leave comments on the Higgins board and we will follow up to make your Bistro dining experience even better.*

Thank you for the compliments below. We strive to do our best on a daily basis to satisfy all of our guests.

We really appreciate your feedback!

Compliments

- The oatmeal raisin cookies were awesome...like always! Thank you!(one agrees)
- The fries on Friday were soooo good! Please bring them back
- Cheesecake was excellent
- Cream of broccoli soup and bread bowl was amazing
- I loved the seasoning on today's breakfast potatoes. Would love to see that iteration again
- Fish tacos at kosher were good
- Sweet chili tofu =!!(one agrees)
- Thanks for coming here through all of this weather. You are all much appreciated!
- Thank you for all your hard work!
- Thank you all for coming in today! You are all amazing, thanks for feeding us!
- Thank you for coming in today! Get home safely
- Thank you so much!!!
- Thank you for coming in in this weather!
- The quiche the other day for breakfast was new & good. I liked it
- Love the chicken sandwiches @ the kosher station!!
- The sweet chili tofu was really good :) More please
- Pesto was amazing!! Big fan!
- I love breads + spreads!!
- Thanks for yummy pizza
- The falafel at Kosher Kitchen was beautiful! :)
- Love the bacon, please keep it coming
- The kale was great!
- Fried chicken was so great
- Ya'll keep nailing the holiday dinners
- Kosher was AMAZING! Thank you Noah, we love your food!
- You killed Valentine's Day celebrations! 10/10 well done
- Loved the fondue/chocolate fountain
- The garlic aioli at Kosher Kitchen is so good!
- Whoever had the idea of the chocolate fountain needs a raise!!
- Best meal at the cafe ever! Chicken was amazing, and the chocolate fountain really topped it off
- Vegan cupcakes are the bomb!
- Thank you for normal oatmeal
- The chicken and rice stir fry was so great!
- The cheesecake is super yummy!
- Thanks for coming in on snow days! You are the best
- Brussel sprouts were great! More please
- Love the vegan cookies!

- Chicken wings were bomb!(good)
- Baby cheesecakes are so yummy
- Yummy omelet, thanks Sandy
- Rotisserie chicken was good
- Cherry tomatoes are great!
- Thanks for the tortellini. So good!(one agrees)
- Thank you for all the roasted veggies this week!
- The sweet mashed potatoes were so good!
- White chocolate ice cream was the bomb!!
- White chocolate ice cream great!
- The apple Bavaria is very good! :)
- Emmanuel is my guy! Love his pizza
- Lorenza is the best!!
- The falafel was delicious as always!!!
- Kosher meatloaf is amazing!!
- Thank you for everything!!!!
- I really liked the personal pizzas
- Mushrooms today were super good-please keep it up
- The herb roasted chicken was amazing
- Kosher green beans were great!!
- Whoever was working the grill made my friend the best grilled cheese ever. Thank You!! You are amazing & so nice!!! :)
- Thank you for all your hard work!
- Fruit platter!! That was amazing Thank you!! (two agree)
- Kosher breakfast was awesome today!

Complaints

- Please be more careful when labeling the dishes! I wasn't expecting ham in the chicken gumbo and I wouldn't have known if I didn't look at the ingredient list. Next time please put all of the meat of the dish in the title
 - Thank you for your feedback. This particular menu title was simply named chicken gumbo as chicken was the main ingredient. All posted menus list ingredients and nutritional information. In addition menus containing pork products have a CP logo.
- Why so much pasta? We had it at the pasta station, Simple Servings, and two other places
 - Pasta menu items are very popular and are requested frequently. We will work to ensure we do not have too much repetition at all stations. Each pasta menu item is different but we certainly understand and will respond to your concern
- Chicken teriyaki could've used more teriyaki sauce
 - Thank you for your suggestion. Each menu item follows a recipe. We will look into adding teriyaki sauce to the condiment station.
- Mac & Cheese at lunch was good but by dinner it was gross. All mush & loaded w/pepper. I'd rather add my own pepper.
 - Mac and cheese is one of our most popular menu items. We are sorry to hear that it did not meet your expectation at the dinner meal period. In the future please let a Manager or Chef know that the menu item does not meet your expectation and will address and correct immediately.
- Disappointed that the banana Nutella triple coconut rice parfait that was on the menu wasn't actually there. Dessert items rarely match what is on the menus.
 - We will follow up with our bakery staff to ensure the posted selection matches. The bakery selection may change based on our baker not receiving certain needed ingredients to prepare the item on any given day. Our baker may also run short of a certain ingredient during preparation and need to change the item to something different that day.
- We need gluten free desserts!
 - Gluten free desserts are stocked in the MY Zone refrigerator.
- Chef's Table is becoming lazy. Getting real tired of potato bowls every other day. Can't you come up with something more original? Meals are boring! Lately same stuff all the time (2 agree), Hot dogs, grilled cheese and mac & cheese three to four times a week is way too much! Different food.
 - Thank you for your feedback. We are constantly working to improve our menu variety and selection. Many of the items we feature come directly from customer suggestions as we try to please and accommodate as many customer requests as possible. Recently in an added effort to increase variety and satisfaction we introduced the Bento box concept at Chefs table, created a served to order full plate special at Comforts, and implemented a make your own personal pan pizza at the pizza station. At Chefs Table we recently served burritos, tacos, eggplant parmesan, chef salads, chicken parmesan, chicken noodle bowls, shrimp scampi, cheese steak and open faced turkey sandwiches. Look for new menu specials coming soon including our monthly visiting guest chef series. We hope you enjoyed our first guest chef special on Monday April 3rd with Owner/Chef Emma from Sol Mexico in Worcester. Emma served her authentic burritos at lunch.
- Out of rice before 7:20pm is not acceptable.
 - There may be times based on customer volume that the rice may run out. We do closely monitor but If you experience this please notify a Manger or Chef so rice can be prepared and replaced.

- Kosher station should be open during Passover-having to pay extra to get meals that can be eaten during this holiday is not fair considering how long it is. (2 agree)
 - In observance of the Passover holiday and in following the direction of our Rabbinical supervision the kosher station is closed on certain days. Prior to the Holiday beginning a schedule was posted at the station outlining which days the kosher station would be closed. Students needing meals when the kosher station would be closed could have signed up in advance to attend festive meal gatherings and receive boxed meals to go as part of the meal plan program. Passover meal sign up options were posted in advance at the kosher station and in the Hillel office. There is no additional charge to students on a meal plan that sign up for Passover meals.