

Subject	Date Opened	Description	Building
cafeteria	12/29/20	<p>Hi there, I was wondering who, if anyone, bears responsibility for enforcing the mask and distancing rules in the cafeteria dining area. I can't help but notice how many people use it as a mask-free zone to sit and talk closely for long periods of time, sometimes hours, and sometimes in groups of 4 or 5 individuals. It's frustrating to see an area that looks like a superspreader event waiting to happen in the middle of the building; it feels like the opposite of a safe and mindful environment. If no one bears responsibility for rule enforcement there, is there any chance to simply close the dining area until sufficient vaccine dissemination allows for reconstitution? Thank you.</p>	<p>ORIGINAL HEADQUARTERS BUILDING</p>
Calendar for December	12/29/20	<p>I applaud the cafeteria for including meals representative of Hanukkah and Kwanzaa. Nonetheless, I am concerned that Christmas was not included. If I read the calendar correctly, it specifically calls out Hanukkah and Kwanzaa, but it does not specifically mention Christmas. On 16 December, the calendar noted a "holiday meal," and even on Christmas day (25 December), the calendar only says "happy holidays." I recognize that navigating this issue is quite difficult, but Christmas is neither a bad word nor a banned word. It is important that we treat these holidays in a fair and equitable manner. Moreover, we should not be afraid of our backgrounds, our traditions, our heritage, and, yes, even our religions. By learning more about these aspects of our lives, we are able to better understand each other, which, in my mind, can only make us better human beings.</p> <p>I thank you again for highlighting meals from Hanukkah and Kwanzaa (I enjoyed dishes from each). And I appreciate your consideration of this note.</p>	<p>ORIGINAL HEADQUARTERS BUILDING</p>

Shrinking breakfast burritos	12/22/20 Why the change to tiny breakfast burritos? It was all tortilla and no filling. Usually this is a good deal for breakfast, but \$5 for greasy sausage and a sliver of potatoes is way too much.	NEW HEADQUARTERS BUILDING
Simple Servings Feedback	12/18/20 Hi there - I just wanted to provide some feedback on the delicious food that is being offered at Simple Servings at the HQ Cafeteria. It's really well prepared!! The veggies are especially tasty and the protein offerings as well as the soup are delicious. I avoid eating a unfamiliar places or where I cannot see what is in the food due to processed ingredients. Preservatives and MSG which is common in quick and processed foods make me feel ill so its always a struggle to find something tasty to eat when I don't bring lunch. I love that at Simple Servings, they use fresh ingredients often some of it being cooked right in front of you. They even make their own stock from veggie leftovers to use in their meals which is totally a wonderful surprise and when I have asked the chef that is at that station about what is in a sauce or seasoning he is able to provide that information as he made it with 'real' ingredients. Overall the food service has been great at the other stands too but Simple Servings is definitely my favorite. I just wanted to say thank you for bringing so many wonderful offerings to the cafeteria here. Have a wonderful day!	ORIGINAL HEADQUARTERS BUILDING

Salad Bar price discrepancies	12/8/20 There appears to be a persistent misunderstanding between those who work at Farmer's Field (the salad bar's name, if I recall correctly) and those who work at the cafeteria cash registers. Those at Farmer's Field have informed me that the crumbled bacon bits are part of the fixed five-topping price and should not be considered a protein with an additional cost. Those working the cash registers disagree with this, claiming the bacon is an extra cost. This always puts me in an uncomfortable position because I do not know who is correct, and the situation remains unresolved despite my best efforts, which is why I am writing you today. What is the correct answer regarding the bacon? Thank you in advance for clarity on this issue.	ORIGINAL HEADQUARTERS BUILDING
Menu Item	12/8/20 Where can I provide feedback on food from HQS cafeteria?	NEW HEADQUARTERS BUILDING
Request increased availability of zero-calorie soft drinks	11/30/20 Request food services increase the distribution of diet soda (specifically non Diet Coke / Diet Pepsi options) throughout the HQS cafeteria and OHB vending machines. While machines / refrigerators are regularly and consistently stocked with Coke and Pepsi, employees are required to scour multiple machines over multiple floors for options such as Diet Dr. Pepper and Cherry Coke Zero. I don't believe I have ever seen these options in the main cafeteria and the closest machines to my work area (3C corridor) contain cherry coke zero at most once per week. I have seen Diet Dr. Pepper in these machines only once in the past month. Thank you.	ORIGINAL HEADQUARTERS BUILDING
Bring Back the Pho Bar	11/24/20 Several colleagues in my vault would like to see the Pho bar brought back. It was a nice reprieve during the winter months. Hard to beat hot soup on a cold day!	NEW HEADQUARTERS BUILDING

Broken equipment in the HQS Cafeteria	11/20/20 This week there has been a problem with several of the ice dispensers in the HQS cafeteria. I have seen blue plastic gloves in the self-serve coffee area but then a few feet away is broken equipment, which means more bodies congregating around the only working equipment. Also there is an older gentleman cooking who has been either wearing his mask around his chin or wearing his mask under his nose.	ORIGINAL HEADQUARTERS BUILDING
Cafeteria Food	11/19/20 How do you justify selling an 11.47 cent lunch consisting of dried out meatloaf with no gravy, liquidy partly cooled mash potatoes and slimy squash with a bottle of soda? The food quality here is already less than a college or high school, barely above a prison and since we are stuck here that justifies nearly 12 dollars for this?	NEW HEADQUARTERS BUILDING
Good Job	11/17/20 I ordered the Stuffed Pork Burger with slaw today and I thoroughly enjoyed it. The flavors blended well together and the slaw on top was not over powering. I am not sure if it came from the Big Sodexho kitchen or was a local creation, but either way, it was very good. Thank you.	ORIGINAL HEADQUARTERS BUILDING
is there a way to submit feedback on food services being offered in the cafeteria?	11/13/20 is there a way to submit feedback on food services being offered in the cafeteria?	ORIGINAL HEADQUARTERS BUILDING
Breakfast burrito line	11/6/20 Suggest an additional person be added to work the breakfast burrito line, heating the wraps ahead of time defeats the purpose, the wraps are cold before they are filled and folded.	ORIGINAL HEADQUARTERS BUILDING

Set up social distancing in cafeteria	11/4/20 For COVID mitigation, I would suggest you temporarily remove all bar-style, 2 person tables, tape together normal height tables and mark designated seating areas so that people know they are the proper distance away from anyone they are eating with. If you want a great example, just visit a Panera, where they have stickers showing where you can and can't sit.	NEW HEADQUARTERS BUILDING
Native American Heritage Month	10/29/20 The Council for American Indians and Alaskan Natives and the Diversity and Inclusion Office would like to assistance requesting that Sodexo run a Native foods menu as it did last year for the month of November. This would be a similar effort to Black History Month 2020 as well as Hispanic Heritage Month last month. I am out of the office after tomorrow, so would appreciate a response Friday if possible. Please include <input data-bbox="883 946 1115 978" type="text"/> on your response. Thank you.	NEW HEADQUARTERS BUILDING
Lack of Lids	10/28/20 Hello! I just purchased a burrito bowl from the HQs cafe and I was discouraged to find out that there are no lids available for the 'bowl' (cardboard boat). I would like to suggest a different serving container for this product line. I'm sure there are plenty of options out there that would allow for a lid. Carrying my bowl down the hallways without 'cover' was not optimal.	ORIGINAL HEADQUARTERS BUILDING
Lack of preparation for moving the pizza station	10/23/20 There are no signs indicating where pizza is upon entering the cafeteria. There are no signs indicating that the options have changed and so people shouldn't stand around waiting for someone to fill a box for them. The person who was supposed to be in charge of that station didn't appear to know what was going on, as one of her coworkers had to ask her these questions.	ORIGINAL HEADQUARTERS BUILDING

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Vegetarian Restaurant	10/22/20 There is a vegetarian restaurant called PLNT Burger (plntburger.com). There are a few locations in the Washington Metropolitan Area. Would facilities consider bringing this type of restaurant to Headquarters and surrounding buildings? This type of fast food will give people who are vegetarian options and also those who want to change their diet from time to time.	OTHER - LEGACY
Raw Biscuits	10/16/20 This morning I noticed the biscuit looked soft on the hot bar. Normally they are so hard they have the potential to cause great bodily harm if used improperly so this was a nice change of pace. So in addition to my breakfast medley I added one! I was pretty excited to be honest. However... when I arrived at my desk and opened it was raw in the middle... now say this was something like a cookie or a brownie, that would have been fine! But it was not... it was a biscuit. I had to remove about 40% of it to make it edible. Can you please ensure that they are cooked all the way through and at the same time ensure they are not so hard as to cause great bodily harm if misused? I'm sure I'm not the only one that got a raw biscuit. Thank you in advance.	ORIGINAL HEADQUARTERS BUILDING

A few things...

10/5/20 Nice to have Mission BBQ but on 09/25/2020 one of the Meat servers was wearing a political face mask. We have the hatch act here and I am mentioning this to you that you are aware that political statements are on the Mission BBQ server staff that come into the building to serve us.

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Also, I see a LOT of food servers touching their masks all the time when preparing food. I understand that it falls down that people need to double hook their facemask so it does not slide down and also sometimes I see the face mask NOT covering their noses.

I want you to be aware of these issues and address this with your food prepare staff. Thank You.

Water Cups in the Cafeteria

10/1/20 I have recently returned to the WMA after a PCS elsewhere. I eat in the Headquarters cafeteria almost everyday. I have noticed that there are no cups for water available. I have asked several times about the water cups, and the cafeteria workers do not seem to know their status. Can you please tell me when water cups will return to the cafeteria? I do not want to be forced to buy a sugared drink or bottled water that is a waste of plastic. In addition, there is no COVID reason for water cups to be unavailable. Historically, if a cafeteria customer purchased food, that customer could use any cup to get ice and water. In the most recent past, the cafeteria began charging if a customer used a non-designated cup for water. And now there are no water cups to be found. Please return the water cups to the cafeteria.

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Thank you.

Thank you and a suggestion	9/30/20 I wanted to send a note of thanks for providing the gluten free brownies in the HQS cafeteria. Safe, gluten free baked goods are hard to come by for Celiacs and so its was a very nice to surprise to be told there were some in the cafeteria. The suggestion I had was to possibly put them in a separate container from the "regular" sweets. This will help them stand out and be easier to find. My coworker happened to see them and told me where to find them.	NEW HEADQUARTERS BUILDING
Thanks for the vegan cookies in the cafeteria	9/30/20 Hello, today I tried 3 flavors of the vegan cookies that are now offered in the cafeteria and they are great. Thanks for adding this new vegan option and I hope they stick around.	NEW HEADQUARTERS BUILDING
Celebration catering for 1 Oct	9/21/20 Hi - the DS&T is holding a big virtual workforce event on 1 Oct to mark a special milestone. Would it be possible to get celebratory food (cake? individually wrapped cupcakes? individually wrapped cookies?) for our officers at HQ [redacted] What would the options be, given COVID-19 constraints? How does pricing work? Please let me know. Thanks!	ORIGINAL HEADQUARTERS BUILDING

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Hot Bars and Salad
Bars

9/18/20 Good morning.

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When will the self-serve hot bars, salad bars, and soup stations return to the Headquarters and other cafeterias? In New York, self-serve hot bars, salad bars, and soup stations have returned both at large grocery stores (such as Whole Foods) and at smaller bodegas. Hand sanitizer is provided before entering the self-serve areas, and customers are supplied gloves so that the only contact made with common serving utensils is with a clean glove. In addition, CDC has said that people are highly unlikely to contract COVID-19 from surfaces as the virus does not live long on surfaces. If we are adhering to science and data, there is no reason not to reinstate self-serve hot bars, salad bars, and soup stations. If there is currently no date set for the return of these items, what is the plan for moving in the direction of reinstating these areas?

Thank you.

Cilantro

9/10/20 Just want to remind SODEXO that a percentage of the population, due to genetics, perceive the taste of cilantro as close to soap as actually eating a bar of soap. Please don't mix cilantro in with other ingredients, rendering the dish unpalatable. For some reason, adding cilantro to chicken seems to be SODEXO's favorite past time. Pls consider making it a separate option to add to a dish. thanks.

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Comment on
incident at Salad
Bar at 1115 on
9/2/2020

9/2/20 Good Morning OFMD - I hope you are doing well during these
difficult times we all live in! I have never sent an email before to
OFMD, but after what I experienced I felt this needs to be raised.

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At 1115 on September 2nd I went into the salad line where a nice lady was waiting for people to place orders. I asked for a Thai beat salad and as she was preparing it she had a gentlemen employee behind her yelling at her the whole time. Anything she would do he would say it was wrong and do it all over again. I was trying to stay out of it but as the lady was keeping her composure and making the salad she noticed the right dressing was not out for the salad. She asked her colleague (who was yelling at her the whole time about anything) to get the right dressing and he said "we dont have it and just put anything on it." She said no and he kept berating her. I decided to chime in and asked him to calm down and she is doing fine. The lady employee remade a new salad for me which was excellent and asked which dressing I wanted. I wish I got her name and the other gentlemen yelling at her. She did an amazing job and I hope OFMD reaches out to her that I appreciate her composure. In addition, if OFMD can remind the gentlemen how you should act in public and how you should treat your colleagues I would appreciate that.

I hope you have a great day and please stay safe.

Portion Size

8/4/20 Good afternoon, I have been very disappointed with the portion sizes provided in the cafeteria since things have started to reopen. It is a drastically reduced portion of food than what was provided pre-COVID but still at the same costs. For example, the beef shwarma bowl option today was limited to one small scoop of rice and beef, and with all the toppings, still only filled 1/4 of the bowl being used. It was a nice snack but not filling and certainly not worth the near \$7 cost. The perception is that the food services contractor is trying to save money since their services have been limited over the last few months. With that, comes the feeling that the customer is being taken advantage of to make up for their losses.

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Impropper Mask
Usage

6/19/20 Good morning. I hate to be this guy, but this morning I visited Starbucks at HQ at approximately 9:30 and was alarmed to see that the person making the drinks was not wearing their mask properly. Although it covered her mouth, she left her nose exposed. I know it has to be incredibly hot doing that job, and I know these masks are not pleasant in any way. That said, I felt uncomfortable, and I felt like it defeated the purpose of wearing the mask. I think this is particularly problematic for someone serving food. I know that if I was uncomfortable, there were probably a lot of people who felt the same way.

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Panda Express
Service

6/17/20 6.17.2020 12:00 PM

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On the above date and time I was serviced by at the Panda Express food station. I noticed she deliberately provided two scoops of the meat entre to persons before me. This is the normal serving provided during my previous visiting of Panda Expresss.

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During this visit she deliberately provided me a different serving from the other patrons.

Is this something that will be regularly practiced at this establishment?

Burrito Bar-
Cleanliness

3/13/20 The Breakfast burrito bar is great.... however I think the employees need to receive refresher training on keeping the work area clean. this morning while getting a burrito I noticed that there was a spill of sour cream, cheese, peppers on the end of the work counter.... 7 people went through the line then I went and the area had still not been wiped down with each burrito being brought right up to the spill. I know the line gets busy but the work area for food should still be cleaned during the line work.

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Egg whites on
breakfast buffet

3/13/20 Could you please produce plain egg whites or egg whites with cheese without any of the vegetables in it so those of us who cannot eat egg yolks can also get protein? I see the scrambled eggs have this option. The peppers and onions are strong flavors and can be disagreeable. Thank you.

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