

(b)(3)

[Redacted]

**From:** [Redacted] (b)(3)  
**Sent:** Tuesday, November 04, 2014 12:52 PM (b)(3)  
**To:** [Redacted] (b)(3)  
**Cc:** [Redacted] (b)(3)  
**Subject:** Facilities Support Feedback Submission - Food Services at [Redacted] (b)(3)

\*\*\*\*\* This message has been archived. Double-Click the message to view the contents. \*\*\*\*\*

[Redacted]

(b)(3)

Subject: Food Services [Redacted] (b)(3)  
 Feedback: Today I experienced yet another unacceptable encounter with the food services personnel at the [Redacted] Cafeteria and decided it was time to submit a complaint. With the exception of the young man at the sandwich station, the entire staff is rude and inattentive. There are too many instances to recall but today I witnessed and was yet again the recipient of bad service. The man at the grill who was being reprimanded by the manager for making a person wait 15 minutes for a hamburger, and for not having another person's hamburger on the grill, who had apparently been waiting a long time. When she walked away he rolled his eyes at those of us in line and shook his head, then mumbled something. Never asked me what I wanted so I told him. This is a common occurrence with the individual who was recently hired and who replaced [Redacted] who was a fabulous server and so personable to everyone he served. My second complaint is with the cashier. She literally has the same look on her face every day that reads, "You are annoying me". She is rude, absent from her station most of the time and people are left to wait for her to return. Today took the cake. I stated what I had ordered, she pushed keys on the register, I swiped my Freedom Pay and it didn't work. I knew I had plenty of funds, so I stated I don't think the machine is working, she never said a word so I swiped again and again no response from her. She then began to aggressively pound the keys on the register and then slapped the top of the register as if I knew what that meant. I stood there waiting for instructions and then she pointed to the Freedom Pay machine, so I swiped again and it worked. I walked away thinking if this was any one of us, contractor or staff that behaved this way on a continual basis we would be severely reprimanded or fired. On a daily basis I hear multiple complaints about the service at [Redacted] There are people who literally walk to [Redacted] to avoid the service at [Redacted] My question is why is this not being addressed? I have worked in several other Agency and non-agency buildings and have never received such poor service. (b)(6) (b)(3) (b)(3) (b)(3)

Submitted By: [Redacted]

(b)(3)