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**From:** [Redacted]  
**Sent:** Thursday, October 16, 2014 1:40 PM  
**To:** [Redacted]  
**Cc:** [Redacted]  
**Subject:** Facilities Support Feedback Submission - Dunkin Donuts Hot Chocolate

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**Subject:** Dunkin Donuts Hot Chocolate  
**Feedback:** Dear colleague,

I'm not sure if this should be directed to you, so please advise if this needs to go elsewhere. I think the Dunkin Donuts at HQ needs to recalibrate their hot chocolate machine to account for people who don't ask for whipped cream. I just ordered a medium hot chocolate, and the machine only filled it up a little past halfway (I guess figuring I wanted half a cup of whipped cream on top, which I didn't). When I asked the lady to fill the cup up more, she said she couldn't because the machine was set up a certain way, and pressing the "fill" button again would cause an overflow with my cup. I realize this is a first-world problem, but still...it's a little annoying when you order a medium hot chocolate (and pay for it), and then get a cup that's not full.

Thanks for hearing me out.

Submitted By: [Redacted]

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