

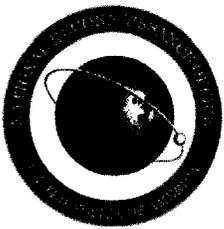
THIS FILE IS MADE AVAILABLE THROUGH THE DECLASSIFICATION EFFORTS AND RESEARCH OF:

THE BLACK VAULT

THE BLACK VAULT IS THE LARGEST ONLINE FREEDOM OF INFORMATION ACT / GOVERNMENT RECORD CLEARING HOUSE IN THE WORLD. THE RESEARCH EFFORTS HERE ARE RESPONSIBLE FOR THE DECLASSIFICATION OF THOUSANDS OF DOCUMENTS THROUGHOUT THE U.S. GOVERNMENT, AND ALL CAN BE DOWNLOADED BY VISITING:

[HTTP://WWW.BLACKVAULT.COM](http://www.blackvault.com)

YOU ARE ENCOURAGED TO FORWARD THIS DOCUMENT TO YOUR FRIENDS, BUT PLEASE KEEP THIS IDENTIFYING IMAGE AT THE TOP OF THE .PDF SO OTHERS CAN DOWNLOAD MORE!



NATIONAL RECONNAISSANCE OFFICE

14675 Lee Road
Chantilly, VA 20151-1715

30 October 2014

Mr. John Greenewald, Jr.
Via email: john@greenewald.com

Re: NRO FOIA Case #F14-0105

Dear Mr. Greenewald:

This is in response to your request dated 16 August 2014, received in the National Reconnaissance Office on 18 August 2014. Pursuant to the Freedom of Information Act (FOIA), you are requesting "a copy of all complaints submitted about our agency's cafeteria for the calendar year of 2013, including all correspondence relating to these complaints."

Your request has been processed in accordance with the FOIA, 5 U.S.C. § 552, as amended. A thorough search of our files and databases located twenty-nine documents consisting of twenty-nine (29) pages responsive to your request. These documents are being released to you in part.

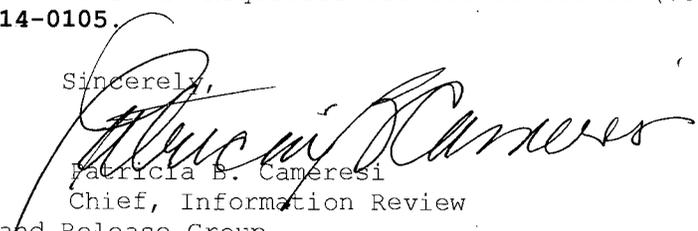
Material that is denied is being withheld pursuant to FOIA exemption (b) (3), which is the basis for withholding information exempt from disclosure by statute. The relevant withholding statute is 10 U.S.C. § 424, which provides (except as required by the President or for information provided to Congress), that with respect to the NRO, "no provision of law shall be construed to require the disclosure of (1) the organization or any function" of the NRO; or "(2) the number of persons employed by or assigned or detailed to any such organization or the name or official title, occupational series, grade, or salary of any such person."

The FOIA authorizes federal agencies to assess fees for record services. Based upon the information provided, you have been placed in the "other" category of requesters, which means you are responsible for the cost of search time exceeding two hours (\$44.00/hour) and reproduction fees (.15 per page) exceeding 100 pages. In your request, you indicated willingness to pay fees up to \$20.00. No assessable fees were incurred in processing your request.

You have the right to appeal this determination by addressing your appeal to the NRO Appeal Authority, 14675 Lee Road, Chantilly, VA 20151-1715 within 60 days of the date of this letter. Should you decide to do so, please explain the basis of your appeal.

If you have any questions, please call the Requester Service Center at (703) 227-9326 and reference case number **F14-0105**.

Sincerely,


Patricia B. Camerese
Chief, Information Review
and Release Group

Enclosure: Response package as requested (29 pages)

NO REDACTIONS

Category

Cafeteria

Subject

Salsa for breakfast burritos

Comments

Hello -

I enjoy the breakfast burritos that are served on Wednesday, but I'm not a huge fan of the pico that is served as "salsa". I'm wondering if the red and green salsa that is typically available at "Ciao Amigo" every day can also be offered with the breakfast burritos. Thanks.

*Responded
10/16/12*

NO REDACTIONS

Category

Cafeteria

Subject

Breakfast burritos & as another option

Comments

I love eating in the cafeteria, the food is excellent, I just have a request, not really a complaint, is it possible to change the potatoes in the breakfast burritos to shredded hashbrowns/potatoes? And also make it an option. Thanks.

Name

Phone

Year and Month Created

2012-12

Year Created

2012

Responsiveness

0

Approval Status

Pending

NO REDACTIONS

Category

Cafeteria

Subject

Pricing

Comments

I was in the cafeteria recently and I purchased a salad from the salad bar and, at the counter during checkout, I was told I had to pay for the pre-packaged individually wrapped crackers. I was told that crackers are only free if you buy soup. This was the first time this I had ever been told this about the crackers.

Also, I was asked by the cashier on two separate occasions to take my bread (the pizza bread that is on the salad bar) out of the salad container (while standing at the check out line) which I found very unsanitary.

On another occasion I was asked to remove the corn on the cob from my plastic food container (while standing at the counter), which again, I found very unsanitary.

If you remove things like corn on the cob and bread from the package at checkout, do you also have a policy to remove the cost of things such as chicken bones and other of the heavier unedible things that are sometimes included in the meal?

Are butter and crackers and other condiments free if you buy food of any kind from the cafeteria?

Thanks.

Sent to GPOC for approval 10/16/11

Contractors left last month

60 NK

2-21-13



Cafeteria

Subject

Breakfast

Comments

Is there a reason the cafeteria no longer serves Waffles?

I always looked forward to making a fresh waffle, will

they be able to be served again?

Name

Phone

Year and Month Created

2013-02

R
 LR
 Bal
 F.I.Tal
 1000
 French
 Asian
 X Chipotle
 Blue
 Red wine
 X Rasp.
 Caes. Lite Caesar

NO REDACTIONS

Category

Cafeteria

Subject

French Onion Soup

Comments

Today I saw French Onion soup being offered. I ladeled myself a serving, including the croutons and cheese that were set out right next to the soup. When I got to the cashier, she said "Oh, cheese, I have to charge you extra." "But, the cheese was put out as part of the soup", I replied. "I have to charge you extra for cheese - It says so on the sign", she replied, waving towards the soup station. We went back and forth a few more times, and in the end I paid because I was holding up the line. I wandered back to the soup station...and saw no sign declaring extra charge for cheese.

So...I guess the question is, should there have been an extra charge or no? Cheese is a standard topping on French Onion soup, so I would have expected it to be included...and the fact that the bowl of cheese was placed right next to the soup indicates it's part of the deal. So, if there was to be no extra charge, the cashiers should be informed of that. And if there is to be an extra charge, that should be CLEARLY labeled at the soup station.

As a last note, I did enjoy the soup, and hope it is offered again, just clearly priced.

January 24, 2013

NO REDACTIONS

Category

Cafeteria

Subject

Condiments gone bad

Comments

Good Morning,

Yesterday I experienced what I believe was a mild case of food poisoning. In thinking back to what I ate during the day, it's likely to have been caused by my lunch from the cafeteria's sandwich station. I would highly recommend that the cafeteria review the processes in place to ensure that all unpackaged food items and condiments are properly refrigerated and stored - particularly those which can easily go bad if left out for periods of time, such as mayonnaise. I appreciate your concern for your customers health.

January 24, 2013

NO REDACTIONS

Category

Cafeteria

Subject

Dispensing sour cream and guacamole

Comments

The station I most often use is "Ciao Amigo", and I will often enjoy a jumbo burrito. I'll often get sour cream and guacamole on my burrito...but it often ends up being a big "plop" in the middle. Some of the servers try to spread it out more evenly than others...but it just seems awkward with those giant plastic spoons.

Down by the sandwich bar, there are large plastic squeeze bottles that are filled with a variety of mustards. I'm wondering if bottles of those types can be used for dispensing the sour cream and guacamole (Yeah, I know the guac can be a little "chunky" with the tomatoes in it).

Just a thought for helping the staff with those items....

NO REDACTIONS

Cafeteria

Subject

flimsy cutlery

Comments

Is there any way the plastic cutlery could be upgraded to be a bit more robust? The knives and forks are almost useless. I often get the salad bar and take it back to my office, and I cannot cut through the beef at all. The fork can barely pick up lettuce, let alone anything more substantial.

Name

Ask DMSO 10-22-12

YEA

Feb 1, 2013

made the Δ

NO REDACTIONS

Category

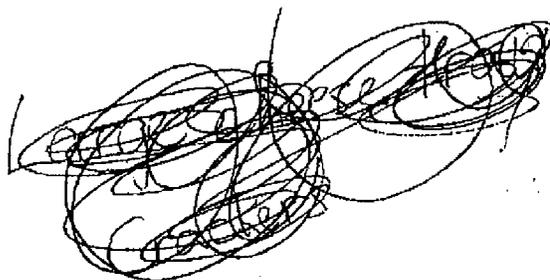
Cafeteria

Subject

Day-Old Food in Cafeteria

Comments

Yesterday I went down to the cafeteria to get a bagel and a banana for breakfast. It was 7:15 am and only a few bagels were out and they were definately NOT fresh (which is suprising for a Monday morning). I could hit one on my desk and it would make a "thump", like I was hitting a brick! In addition, the bananas were all black. Clearly, these were leftovers from the previous week. Even bakeries discount day-old (let alone multi-day old) merchandise. If the cafeteria is going to sell old food, they should at least mark it as such and discount it. By the way, I buy my bagel plain, because I refuse to pay 25 cents for a little bit of cream cheese.



2-26

2-28

NO REDACTIONS

S-16-13

Category

Cafeteria

Subject

Bagels

Comments

I keep reading that you bring in bagels fresh everyday, yet they are almost always stale. Have you thought about changing who you get them from?

Name

Response:

COMMENT CARD

Food and Beverage Purchased

Breakfast Lunch Beverage/Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: many of the foods have too much salt. ex: chicken fingers & Fried fish

Date: 12/13/13 Time: 9:00 Am

Name: (b)(3) 10 USC

May we post your comment and response online?

Yes No

- chit pre made
- Fish pre seasoned
Thank you for your time.



NRD I MSC 13-30074

COMMENT CARD

Food and Beverage Purchased

Breakfast Lunch Beverage / Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

I got the rotisserie (sp?) chicken meal yesterday w/ 2 veggies and it cost \$10.82!! Too expensive!

Date: 6/20/13 Time: _____

Name: (b)(3) 10 USC 424

Thank you for your time.



(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Thursday, October 11, 2012 1:57 PM
To: Cafe-Comments-HQ
Subject: AWESOME OKTOBERFEST MEAL TODAY :) --- UNCLASSIFIED
Attachments: image001.jpg

Classification: UNCLASSIFIED
=====

Just wanted to pass along praise for a great meal today --- I was pleasantly reminded of home cooked meals today as I enjoyed the schnitzel, sausage, potatoes and red cabbage. Thoroughly enjoyable --- can we get that more than once a year? ☺

Have a nice day.

Vr,

(b)(3) 10 USC 424

=====
Classification: UNCLASSIFIED

*Responded
10/16*

(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Monday, October 15, 2012 9:12 AM
To: (b)(3) 10 USC 424

Subject: RE: Response for an Ask DMSO --- UNCLASSIFIED

Follow Up Flag: Follow up
Flag Status: Flagged

Classification: UNCLASSIFIED

Hi (b)(3) 10 USC & (b)(3) 10 USC

The response looks fine. Thank you!

(b)(3) 10 USC 424

There is great need for a sarcasm font.

From: (b)(3) 10 USC 424
Sent: Friday, October 12, 2012 4:57 PM

(b)(3) 10 USC 424

Subject: Response for an Ask DMSO --- UNCLASSIFIED

Classification: UNCLASSIFIED

All,
Please read the following Ask DMSO and my response. I will post the response once it is approved. Thank you & have a great weekend!

Category

Cafeteria

Subject

Outside Vendors for NRO Cafeteria

Comments

It's very apparent that many people here at the NRO are displeased with the cost and quality of food offered by the cafeteria. Why is it that the CIA and Pentagon can offer outside vendors (examples: Subway, McDonalds, Taco Bell, etc.) and the NRO employees must pay top dollar for poor quality unappetizing food? I know that I would rather pay \$7+ for a Subway meal instead of some exotic sounding meal that looks and tastes terrible.

Thank you for your comment and suggestion for the NRO cafeteria. We are sorry you are not satisfied with the selection and quality of the food offered in the cafeteria. We understand that both the Pentagon and the CIA headquarters offer cafeteria food and branded food vendors. Both sites are also substantially larger than our facility. Individual food vendors require contracts and monthly/annual franchise fees.

I am very sorry for the problem with the cheese eggs. You are absolutely right, you should get what you pay for and we want you to. I have spoken with the grill cook and we have discussed the amount of cheese that is being put in the eggs. I know sometimes the cheese gets lost in the scramble, but it is obviously not enough, so we are increasing the amount. I hope you will find the new eggs to be what you are expecting. From your email, it is apparent that you are a regular customer and I greatly appreciate it. Again, I apologize for the quality you have received in the past and hope that your future visits will prove to be greatly improved.

(b)(3) 10 USC 424

Executive Chef

3/12

I am very sorry you feel the quality of the food has decreased in the cafeteria. I am not sure when you stopped eating with us, but we have worked very hard to increase the quality and the diversity of what we are serving. The "Borders" station that was serving mostly Asian food is now on a rotating basis, featuring foods from around the world on a weekly basis. Within the past few months we have featured: Greece, Italy, Thailand, France, China, Germany and India. We work very hard to use only fresh ingredients and do as much from scratch as we possibly can. If you are interested, would love a chance to meet with you to walk the cafeteria to show you what we are now offering. Please feel free to stop by and ask for me anytime.

(b)(3) 10 USC 424

Executive Chef

A handwritten signature in black ink, appearing to be 'J/K' or similar, located in the lower right quadrant of the page.

(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Thursday, November 21, 2013 12:39 PM
To: Cafe-Comments-HQ
Subject: Salad bar beef --- UNCLASSIFIED

=====
Classification: UNCLASSIFIED

Sometimes the beef on the salad bar is tough and chewy and sometimes it is OK. It's very disappointing to get all the way back to my office in Tower 4 and find out it's not good that day.

(b)(3) 10 USC 424

=====
Classification: UNCLASSIFIED

(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Thursday, December 12, 2013 1:12 PM
To: (b)(3) 10 USC 424
Cc: Cafe-Comments-HQ
Subject: Food Poison Comment -- UNCLASSIFIED

Classification: UNCLASSIFIED

(b)(3) 10

We received your comment card concerning severe food poisoning when you ate the chicken salad on Dec 9 in the cafeteria. I gave the comment card to the cafeteria manager to review food temps on Dec 9 and see if there were any other comments from other customers. I will have a Guest Services comment for you either this afternoon or first thing in the morning. I hope you are feeling better and I will have more information to you soon! Thank you for taking the time to share your concerns.

Sincerely,

(b)(3) 10 USC 424

[Click here to take the NEW Conference Support Survey](#)

=====
Classification: UNCLASSIFIED

(b)(3) FOUO - 24

From: (b)(3) FOUO - 24
Sent: Wednesday, December 04, 2013 1:08 PM
To: UNCLASSIFIED//~~FOUO~~ Comments-HQ
Subject: Sugar free coffee syrup --- UNCLASSIFIED
 UNCLASSIFIED//~~FOUO~~

Classification: UNCLASSIFIED
 UNCLASSIFIED//~~FOUO~~

=====
 UNCLASSIFIED//~~FOUO~~
 Can you please mark the bottles of sugar free syrup with larger lettering. I added Hazelnut syrup to my coffee this morning, and checked to make sure it was the regular (not sugar free) bottle. When I got back to my desk and took a sip, I honestly gagged. I had to throw my coffee down the drain. Turns out it was sugar-free. I'm totally for having sugar-free syrups, but those bottles make it hard to tell which are truly sugar-free or regular, especially when there is a large crowd around the coffee system. Maybe a sticker with 'SF' on the pump top? Or a label with 'sugar free' in large letters?

I used to deal with the same bottles myself when I was barista years ago. We had a sticker with 'SF' on the top to help us designate sugar free quickly.

Thank you!

(b)(3) FOUO - 24

=====
 Classification: UNCLASSIFIED

(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Wednesday, November 20, 2013 1:57 PM
To: Cafe-Comments-HQ
Subject: Cafeteria Complaints — UNCLASSIFIED

Classification: UNCLASSIFIED
=====

11/20/13

I purchased food today from the cafeteria and all I wanted was to pay for some turkey and some green beans. However, I was informed by (3) cafeteria staff that I still had to pay for the Thanksgiving meal although I didn't have anything else in my container (no stuffing, no mashed potatoes) and I passed on the dessert.

I am not a happy customer.

On another visit to the cafeteria, I purchased a taco salad and they do not offer plain diced tomatoes at that station so I went to the salad bar and put some grape tomatoes on it. When it was my turn to pay for my food I was informed I cannot take food from another station and was given a lot of grief about it. I complained about the station not offering plain diced tomatoes but it didn't matter. Since then I haven't been back to that station to get a taco salad since they don't have everything I want to put on it and I'm not going to fill another container with tomatoes just so I can have what I like. I'm sure there are others that would like to have just plain diced tomatoes.

Thank you for listening,

(b)(3) 10 USC 424

=====
Classification: UNCLASSIFIED

(b)(3) (b) (5) - ACP

From: (b)(3) (b) (5) - ACP
ent: Wednesday, May 08, 2013 10:17 AM
ro: Cafe-Comments-HQ
Subject: --- UNCLASSIFIED//~~FOUO~~

Classification: UNCLASSIFIED//~~FOUO~~
=====

Good morning! I had a question about the roasted vegetables located on the salad bar next to the grilled chicken and buffalo chicken. What are they roasted in?

Thank you,

(b)(3) (b) (5) - ACP

=====
Classification: UNCLASSIFIED//~~FOUO~~

(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Friday, March 22, 2013 1:58 PM
To: (b)(3) 10 USC 424
Cc: wf-conf_supp
Subject: RE: Quick Question --- UNCLASSIFIED
Attachments: image001.png

Classification: UNCLASSIFIED
=====

(b)(3) 1

Great suggestion I have forwarded this on to a person who can handle this question. Thank you for your input.

Thank you

[Click here to take the NEW Conference Support Survey](#)



(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
Sent: Friday, March 22, 2013 1:02 PM
To: (b)(3) 10 USC 424
Subject: Quick Question --- UNCLASSIFIED

Classification: UNCLASSIFIED
=====

Hi (b)(3) 10 USC, quick question that maybe you know or can forward to somebody who does.

Is the nutrition information that you have posted like at the salad bar and sandwich bar posted somewhere on the byeway that I can see. I'm on a pretty strict diet where it would be nice if I could see the information and calculate things before I actually go downstairs.

Thanks.

(b)(3) 1

(b)(3) 10 USC 424

(b)(7)(C) FOUC 424

(b)(7)(C) FOUC 424

From:
Sent:
To:
Subject:

(b)(7)(C) FOUC 424

(b)(7)(C) FOUC 424

Friday, March 15, 2013 10:27 AM
Cafe-Comments-HQ
Westfields Cafeteria Comments --- UNCLASSIFIED (b)(7)(C) FOUC 424

Classification: UNCLASSIFIED
=====

Just a comment, would be nice if the already prepared Caesar Salad station didn't have onions.

Thank you,

(b)(7)(C) FOUC 424

=====
Classification: UNCLASSIFIED

3-21

COMMENT CARD

Food and Beverage Purchased

Breakfast Lunch Beverage/Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Reply sent to customer

7-19-13

* Additional Comments: *Could you please move the hard boiled eggs back to the hot section? Most folks prefer to eat them warm and not cold. Thanks.*

Date: 7/17/13 Time: 7:25 am

Name: (b)(3) 10 USC 424

May we post your comment and response online?

Yes No

Thank you for your time.



COMMENT CARD

Food and Beverage Purchased

Breakfast Lunch Beverage/Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Terrible roast beef!

Additional Comments:

*Profy (red)
hot roast beef
Mainly gristle and fat
and (little) overcooked
beef*

Date: *7/11/13* Time: *12:00 pm*

Name: (b)(3) 10 USC 424

May we post your comment and response online?

Yes No

Thank you for your time.



(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
ent: Wednesday, July 10, 2013 1:35 PM
fo: Cafe-Comments-HQ
Subject: Mold on blueberries --- UNCLASSIFIED

=====
Classification: UNCLASSIFIED

I purchased a blueberry parfait (with blueberries, whipped cream and pound cake) today. I noticed a few blueberries had white mold on them. Trust me, it wasn't whipped cream...it was fuzzy. The mold growth was actually pretty big and the blueberries affected were not at the top. I just wanted to let you know for future quality control. Thank you!

(b)(3) 10 USC 424

=====
Classification: UNCLASSIFIED

COMMENT CARD

Food and Beverage Purchased

Breakfast
 Lunch
 Beverage/Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Additional Comments: I only ate the
Beef with Barley soup. It tasted
OK, but was only warm. This is
the first time I have been disap-
pointed with your soups.

Date: 6/27/13 Time: 1340

(b)(3) 10 USC 424

Name: _____

*I ate my lunch in your cafeteria.
 *I put the lid on the soup to keep it warm
 but the soup may not have been hot from

May we post your comment and response online?

Yes
 No

the staff.

Thank you for your time.



COMMENT CARD

Food and Beverage Purchased

Breakfast Lunch Beverage/Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Additional Comments: The current decaffeinated coffee contains more than trace amounts of caffeine. Please change to a brand that is truly caffeine free.

Date: 15 Aug 13 Time: 0825

Name: (b)(3) 10 USC 424

May we post your comment and response online?

Yes No

9/5

Thank you for your time.



COMMENT CARD

Food and Beverage Purchased

Breakfast Lunch Beverage/Snack Only

	Exceeded My Expectations	Met My Expectations	Below My Expectations
Friendliness of Staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Timeliness of Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality of Food	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Menu Variety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Value for Money	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Satisfaction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:

*Please move coffee condiments
to left of Starbucks counter.
Faster to prep first then fill*

Date: 8/27/13 Time: _____

Name: (b)(3) 12 USC 424

May we post your comment and response online?

Yes No

Thank you for your time.



9-5

(b)(3) 10 USC 424

From: (b)(3) 10 USC 424
ent: Friday, June 07, 2013 9:32 AM
fo: (b)(3) 10 USC 424
Subject: Found Hair in Eggs --- UNCLASSIFIED

Follow Up Flag: Follow up
Flag Status: Flagged

Classification: UNCLASSIFIED

=====

(b)(3) 101

Recall that my boss and I are working the 19 July NSA Orientation....this email has nothing to do with that...however, I recall you mentioned that you provide some help to the cafeteria.

I wanted to let someone know that this morning I found a four (4) inch long, thick, black hair strand embedded in my over-easy egg this morning at the cafeteria via the short order line. Being retired military and thus having no big revulsion to this generally, I thought I'd mention it so you could discretely help management take care of this concern. I know the new short order crew is doing the best they can and we miss (b)(3) 101 who used to be the face at this location, but I would sincerely appreciate them being more careful given my sense that our country is becoming increasingly virus-ridden.

Thank you.

(b)(3) 10 USC 424

=====
Classification: UNCLASSIFIED