



Richardson, Roberta <roberta_richardson@ios.doi.gov>

Coffee Complaint

4 messages

Richardson, Roberta <roberta_richardson@ios.doi.gov>

Thu, Apr 2, 2015 at 9:59 AM

To: Molly Ek <Molly.Ek@sodexo.com>

Cc: Sandra K Tomsan <sandra_tomsan@ios.doi.gov>

Molly,

Received a complaint this morning regarding coffee. I was informed that every morning either Light or Dark Roast pots tend to be empty.

--

Thanks

Roberta D. Richardson

Chief, Support Services Division

Office of Facilities and Administrative Services

Office of the Secretary

US Department of the Interior

(202) 208-4938 (Office)

(202) 409-2097 (Cell)

Please note my email has changed to Roberta_Richardson@ios.doi.gov

Telework: Fridays

TEAM WORK MAKES THE DREAM WORK

Ek, Molly <Molly.Ek@sodexo.com>

Thu, Apr 2, 2015 at 10:02 AM

To: "Richardson, Roberta" <roberta_richardson@ios.doi.gov>

Cc: Sandra K Tomsan <sandra_tomsan@ios.doi.gov>

Roberta,

I apologize. I will meet with all the concerned staff this morning regarding this !!

m

From: Richardson, Roberta [mailto:roberta_richardson@ios.doi.gov]

Sent: Thursday, April 02, 2015 10:00 AM

To: Ek, Molly

Cc: Sandra K Tomsan

Subject: Coffee Complaint

[Quoted text hidden]

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Richardson, Roberta <roberta_richardson@ios.doi.gov>
To: "Ek, Molly" <Molly.Ek@sodexo.com>
Cc: Sandra K Tomsan <sandra_tomsan@ios.doi.gov>

Thu, Apr 2, 2015 at 10:06 AM

Thanks Molly, I knew all I needed to do was to make you aware. ALWAYS RESPONSIVE
[Quoted text hidden]

Ek, Molly <Molly.Ek@sodexo.com>
To: "Richardson, Roberta" <roberta_richardson@ios.doi.gov>
Cc: Sandra K Tomsan <sandra_tomsan@ios.doi.gov>

Thu, Apr 2, 2015 at 10:23 AM

Already met, already fixed !

☺

m

From: Richardson, Roberta [mailto:roberta_richardson@ios.doi.gov]
Sent: Thursday, April 02, 2015 10:07 AM
To: Ek, Molly
Cc: Sandra K Tomsan
Subject: Re: Coffee Complaint

[Quoted text hidden]
[Quoted text hidden]



Richardson, Roberta <roberta_richardson@ios.doi.gov>

New Sodexo Utencils

6 messages

Tomsan, Sandra <sandra_tomsan@ios.doi.gov>
To: Roberta Richardson <Roberta_Richardson@ios.doi.gov>

Fri, Feb 6, 2015 at 12:31 PM

Aloha,

I was returning from my Sodexo walk through and received 3 complaints about the new compost able utensils.

One individual almost swallowed a piece of the fork.

I will fill you in on all the details at your convenience.

Thank you.

--

*Sandra K. Tomsan*Program Analyst
Support Services Division
Office of Facilities and Administrative Services
OS, U.S. Department of the Interior
Office (202) 208-7032 Cell: (202) 359-5172 Fax (202) 208-3270
For more information visit our website at: <http://www.doi.gov/ofas>

Richardson, Roberta <roberta_richardson@ios.doi.gov>
To: "Tomsan, Sandra" <sandra_tomsan@ios.doi.gov>

Fri, Feb 6, 2015 at 1:25 PM

Lets add that to the list of Monday conversations. In the meantime could you check with Molly and see if there is an alternative?

[Quoted text hidden]

--

Thanks
Roberta D. Richardson
Chief, Support Services Division
Office of Facilities and Administrative Services
Office of the Secretary
US Department of the Interior
(202) 208-4938 (Office)
(202) 409-2097 (Cell)Please note my email has changed to Roberta_Richardson@ios.doi.gov

Telework: Fridays

TEAM WORK MAKES THE DREAM WORK

Tomsan, Sandra <sandra_tomsan@ios.doi.gov>
To: "Richardson, Roberta" <roberta_richardson@ios.doi.gov>

Fri, Feb 6, 2015 at 1:58 PM

Aloha,

Already did, these utensils are her only options.

Thank you.

[Quoted text hidden]

Richardson, Roberta <roberta_richardson@ios.doi.gov>
To: "Tomsan, Sandra" <sandra_tomsan@ios.doi.gov>

Fri, Feb 6, 2015 at 4:25 PM

We can talk more on Monday. Were the complaints you received the only ones? Were there any injuries? Did they complain to you or Molly?

I will think and some other questions may come over the weekend.

[Quoted text hidden]

Tomsan, Sandra <sandra_tomsan@ios.doi.gov>
To: "Richardson, Roberta" <roberta_richardson@ios.doi.gov>

Fri, Feb 6, 2015 at 4:31 PM

Aloha,

These three were the only complaints that I received, and I am not aware of any injuries.

Thank you.

[Quoted text hidden]

Richardson, Roberta <roberta_richardson@ios.doi.gov>
To: "Tomsan, Sandra" <sandra_tomsan@ios.doi.gov>

Fri, Feb 6, 2015 at 4:47 PM

ok, THANKS

[Quoted text hidden]

Customer Communication Forum
January 21, 2015
Meeting Minutes

- **Update on Wing 1 Modernization**

1. The wing 1 modernization had slipped a bit during the past couple of months but based on increased staffing by the GSA contractor, we should be back on schedule by next week. Based on current projections, the construction aspect of the project should be completed by January/February of 2016 and the relocation of occupants back into wing 1 is scheduled for April 2016.
2. OFAS is not aware of any complaints related to noise or air quality concerns from the modernization project.
3. OFAS will begin scheduling meetings with representatives from Bureaus and Offices that are moving back into wing 1 in the coming weeks to determine if special requests are to be considered for the office space (e.g., installing new walls, special carpeting, portals, etc.).
4. OFAS is working with Acquisitions in an attempt to establish a contract vehicle that everyone in the MIB/SIB (and ultimately all of DOI) can leverage if new furniture is needed for wing 1 or any other part of the building. As we meet with organizations on potential needs for wing 1, we will also facilitate discussions and options for new furniture (if it is needed).

- **Energy Savings Performance Contract (ESPC)**

1. OFAS is leveraging a somewhat new contract vehicle for Federal facilities that can aid in pursuing major facility projects focused on energy savings initiatives. This vehicle is referred to as an ESPC; OFAS is working with GSA and the Department of Energy to execute a contract with a designated energy savings company.
2. The method for paying the energy savings company back is through the energy savings the facility realizes. In other words, when DOI realizes energy savings through the completion of project (e.g., replacing old lighting with LED lights), those savings are used to reimburse the company for their initial investment.
3. OFAS has identified six major projects for the MIB which include: replace steam service currently received from GSA with natural gas; optimization of the air conditioning chiller equipment; installation of energy-efficient blast mitigation windows; water conservation measures resulting in reducing consumption by 78%; automation of managing energy systems including HVAC, lighting and occupancy sensors; and upgraded lighting (i.e., LED).

- **Transportation Subsidy for 2014**

1. At the end of 2014, Congress passed a bill that retroactively increased transit subsidy benefits from \$130 to \$250. The bill indicated it was up to each agency to determine if it would provide a reimbursement vehicle for employees. There was a similar situation in 2013 and agencies did not provide the retro benefit to employees for 2012.
2. OFAS provided data to the Department this week with the amount of funding that would be required if employees were to be permitted to request reimbursements. That data, as

well as other factors (e.g., intent of other agencies, guidance from OMB, stipulations from IRS code, etc.), will be used by leadership to make an informed decision regarding the possibility of requesting benefits retroactively.

3. Once OFAS is informed of the decision for the retro benefits, they will inform transit subsidy participants in DOI.
4. Congress has not yet passed a bill to increase benefits for 2015. Currently, the benefit amount is \$130 a month.

- **Elevator Safety**

1. A question / concern was raised in the November meeting concerning entrapments in elevators. While it can be unnerving to be trapped, the positive aspect of the situation is the elevator is working as designed. In other words, immediately upon noticing a fault has occurred in the elevator, it stops immediately. This serves to protect occupants from any danger.
2. OFAS is planning to send an email to everyone in the MIB/SIB in the next several weeks reminding them of elevator safety guidelines and information regarding entrapments.

- **Miscellaneous Updates**

1. WiFi: The OCIO is installing WiFi capability in the MIB on a floor-by-floor basis. The installation is expected to be completed by April 2015.
2. SIB: DOI has been working closely with GSA in an attempt to secure funding to completely renovate the SIB in FY 2016. GSA was denied the funding but they have informed DOI they intend to submit the same request for FY 2017.

- **Next Meeting: The next meeting is February 18, 2015**

- **Shout Out!** (a recurring agenda topic to bring up any complaints, requests, questions or concerns)

1. A concern was raised that the ingredient / nutritional label for trail mix did not accurately reflect the actual sodium (salt) content. OFAS will raise the concern with the Sodexo General Manager and provide a response.
2. There was a complaint about the temperature in the Bison Bistro being quite cold over the past week. Our Building Manager said it might be the result of the loading dock doors (these are the doors near wing 2 in the basement) being open during the cold weather; he was going to check into it and see if adjustments could be made.
3. An employee from DOIU asked if OFAS knew if DOIU was going to move back into the same location as they were prior to modernization (i.e., 7100 east). OFAS said it is possible DOIU could be relocated to 1200 (old museum space) if funding is available to modify the area but that decision would probably not be made until around May 2015. Once the location is decided, DOIU will be actively engaged in design considerations for their eventual landing spot.
4. A representative from ONRR stated their area (4200 east) is not receiving office cleaning services. OFAS will determine why this is occurring and change the process immediately.
5. An employee from Wildland Fire raised a concern about cleaning services in their area (2600 west). OFAS will address it right away.
6. A faucet in the 4300 kitchenette was leaking; OFAS dispatched an engineer once the meeting concluded.

Ek, Molly

From: (b) (6)
Sent: Friday, June 24, 2016 1:20 PM
To: Ek, Molly
Subject: Re: Cafe DOI

Hello, Molly,

It can be a good practice that there is price chart posted in the Cafeteria so that the customers will not be overcharged without knowing what is going on. Yesterday, I had a bite of corn muffin in the food I picked. I was told to take that out to have the food weighted, which was the 5 dollar something, the muffin was not weighted, but the total cost turned out to be more than \$7. Today, the food I got was weighted for a cost of \$3.37, then the cashier weighted the yogurt (small cup) and the total cost become more than \$7 dollars.

Thanks!

On Thursday, June 23, 2016 2:23 PM, "Ek, Molly" <Molly.Ek@sodexo.com> wrote:

(b) (6)

I'm not sure exactly – did you keep a receipt? Can you tell me what time you came through so I can look at the register?

At 5.58 = you got 11.8 ounces of food (it's .47c an ounce). Did you get something to drink also?

The way the registers ring thing up your food could have cost 5.58 and then with a soda or iced tea it would have come to 7.78. The register shows only items one by one (and not cumulatively like a register at the grocery). Then there is just a total.

If they made a mistake (maybe their finger accidentally touched another key)– I'll gladly refund you the difference.

Please come find me in the café – I'm here all the time. Just ask where Molly is, and they will come find me.

Molly
202.289.6293

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Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Thursday, June 23, 2016 12:19 PM
To: Ek, Molly
Subject: New feedback has been submitted: Comment

6/23/2016 12:19:29 PM

(b) (6) at email address (b) (6)@bia.gov has submitted feedback

Phone:

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Comment

Rating: Very Dissatisfied

Feedback was NOT specifically requested

Subject: No lunch for me

It is 12:15. I have 30 minutes for lunch and I have just been downstairs where it will take at least that long to get through any of the lines. So despite (b) (6), there is no lunch for me today...again and again and again.

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=97&idfield=id

Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Tuesday, May 31, 2016 1:56 PM
To: Ek, Molly
Subject: New feedback has been submitted: Question

5/31/2016 1:56:07 PM

(b) (6) at email address (b) (6) has submitted feedback

Phone: (b) (6)

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Question

Feedback was specifically requested

Subject: Food menu

Ms Wasserman says her staff can't afford to eat. I would like to see how they are being taken advantage. Please send me the current menu with food prices. Thank you, (b) (6)

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=95&idfield=id

Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Thursday, March 17, 2016 2:39 PM
To: Ek, Molly
Subject: New feedback has been submitted: Comment

Follow Up Flag: Follow up
Flag Status: Flagged

3/17/2016 2:38:32 PM

(b) (6) at email address (b) (6) @ios.doi.gov has submitted feedback

Phone:

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Comment

Rating: Satisfied

Feedback was NOT specifically requested

Subject: Action Station

Hi,

The new person at the Action station is difficult to work with. He tries to be personable, but his command of English is such that when I asked today if the spinach wrap is the same size as the other wrap, he couldn't understand or answer the question. He also only makes one dish at a time (burrito or pasta) which makes the line move very slowly and difficult to stay with fellow lunchmates. Previous action station employees have put together two or three burrito or pasta orders at once, which ensured a quicker trip through the line. 20 minutes when there are 3 of us in line and only 2 people ahead of us just isn't feasible to want to endure. (That happened a couple of weeks ago.) We really like the action station food, but with anyone in line, will avoid it because right now it just takes too long.

Thank you for your consideration.

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=92&idfield=id

Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Monday, March 14, 2016 9:47 AM
To: Ek, Molly
Subject: New feedback has been submitted: Suggestion

3/14/2016 9:46:55 AM

(b) (6) at email address (b) (6)@sol.doi.gov has submitted feedback

Phone (b) (6)

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Suggestion

Feedback was NOT specifically requested

Subject: Coffee

I go to the Bison Bistro several times a week to get decaffeinated coffee and only 1 time out of 4 is this available. I often hear other patrons comment about this being unavailable, and I wonder how difficult it would be to have a second carafe on hand to rotate out so that decaffeinated coffee could be available.

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=91&idfield=id

Ek, Molly

From: (b) (6) (b) (6)@ios.doi.gov>
Sent: Friday, January 29, 2016 2:29 PM
To: Ek, Molly
Subject: sandy mustard greens today

The mustard greens were delicious - a friend and i dined on a big protion. We enjoyed, and ate every bite, but they were sandy and gritty. I like them so much i put up with it, but I think somebody did not clean them sufficiently.

--

(b) (6)
US Department of the Interior, OFAS, Safety, Health, and Environmental Branch
Health Unit, Stewart Lee Udall Building, 1849 C St NW, Washington, DC 20240
Desk: (b) (6)
Private area Fax: 202-208-7175
Cell: (b) (6)
Email: (b) (6)@ios.doi.gov

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Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Friday, November 20, 2015 12:30 PM
To: Ek, Molly
Subject: New feedback has been submitted: Suggestion

11/20/2015 12:30:17 PM

(b) (6) at email address (b) (6) @bia.gov has submitted feedback

Phone (b) (6)

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Suggestion

Feedback was NOT specifically requested

Subject: Overcrowding

Since Met Cafe has closed the cafeteria in DOI has been so overcrowded that Interior employees are being closed out. Seating and sometimes food has run out. Isn't there a way to close the cafeteria to all but DOI employees and their guests from 11:30 a.m. -12:30 p.m. and then open it to the public? People are coming from miles away and it defeats the purpose of having a cafeteria in our building.

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=88&idfield=id

Ek, Molly

From: (b) (6) (b) (6)@bsee.gov>
Sent: Tuesday, July 21, 2015 10:01 AM
To: Ek, Molly
Subject: Timely Arrival of Taco Shells

Hello Molly,

I just wanted to bring something to your attention. First of all thank you and your staff for the great overall customer service you provide at the Cafeteria.

I just want to mention that on taco day, week after week since you first started having them the taco shells are never out at 11:00 or 11:05 or 11:10 or 11:15 :o)

Last week when I got someone's attention they were not going to come out at all and made their way out at 11:20.

It is a little frustrating standing around like a goof for 15 or 20 minutes as I wait for the shells to come out. Plus it unnecessarily keeps me away from my desk for an extended period of time.

Would it be at all possible to rectify that?

Very Respectfully yours,

(b) (6)

Ek, Molly

From: (b) (6) <(b) (6)@ios.doi.gov>
Sent: Tuesday, June 09, 2015 1:17 PM
To: Ek, Molly
Subject: Question/suggestion regarding the large paper containers in the cafeteria

Molly--

Greetings!

I am one of your regular customers (I eat in the cafeteria at least twice a week, usually more) and am almost always satisfied with my experience and meal.

However, today, I had an unfortunate accident/mishap with my food container. I had the ham, scalloped potatoes and yellow corn, drained mostly of the moisture that the ham and corn had with them. I also had some of the scalloped potatoes white sauce, which added a bit to the weight of the container, but nothing I haven't experienced before.

Per the cafeteria's policy, I only had one large food container to hold the weight of the meal I bought. It wasn't enough. The compartments all became soft and the container ran the risk of buckling if I didn't hold my hand directly in the center of the container.

After paying \$9.35 for my meal, I went to a vending machine to get a small bottle of water before returning to my office to eat my lunch. When I went to open the door to go out into the courtyard near the Bison Bistro, my food container buckled and overturned onto the floor, ejecting about 3/4 of my scalloped potatoes and sending the rest of my meal to the side of the container that spilled the potatoes.

Suffice to say, after cleaning up the messy spill and feeling a bit of a fool trying to clean up my food as gracefully as I could, I went to my office and ate what remained of my lunch, which was colder than I would have liked it and absent most of the reason I came down to eat today - my potatoes. I was too hungry and frustrated to return to the cafeteria to explain my dilemma and maybe get some more potatoes (they were running low when I went around 12:30 pm) which is why I didn't come and let you know what had happened.

I have two questions: One, is it possible on days when you have food at the hot bar that contains a lot of moisture for customers to double-up the large paper containers without an additional cost for the second container so that there is more durability in the container to offset the extra moist weight that causes the container compartments to soften and buckle? Two, is there any way I can get a refund on my lunch from today? I have my receipt and feel that my loyalty to the Bison Bistro ought to warrant a refund.

If you can get back to me with any information you can give me, I would greatly appreciate it. Also, if you have any questions for me, please let me know.

Many thanks for your attention to this matter!

Best regards..(b) (6)

P.S. - What food I did eat was delicious, by the way! :)

--

(b) (6)

Library Technician
U.S. Dept. of the Interior Library
Office of Facilities and Administrative Services
1849 C Street, NW, MS 1151
Washington, DC 20240

New e-mail address: (b) (6) . (b) (6) r@ios.doi.gov

Phone: (b) (6)

Library URL: <http://www.doi.gov/library>

OFAS URL: <http://www.doi.gov/ofas>

Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Tuesday, June 02, 2015 1:29 PM
To: Ek, Molly
Subject: New feedback has been submitted: Suggestion

6/2/2015 1:28:39 PM

(b) (6) at email address (b) (6) has submitted feedback

Phone:

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Suggestion

Feedback was specifically requested

Subject: Kosher and Halal products

Molly,

Thanks for the wide selection of food available at the DOI cafeteria. It would be nice if your organization can introduce a kosher and halal menu too. Also, please note due to dietary restrictions, please ask your sandwich personnel to change the gloves after serving pork products. Most practicing Jewish and Muslim employees do not consume anything that has pork, which could include touching ham and using the same gloves to make a tuna sandwich. Thank you in advance for your time.

Respectfully,

(b) (6)

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=83&idfield=id

Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Tuesday, March 24, 2015 12:57 PM
To: Ek, Molly
Subject: New feedback has been submitted: Suggestion

3/24/2015 12:57:16 PM

(b) (6) at email address (b) (6) has submitted feedback

Phone: (b) (6)

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Suggestion

Feedback was specifically requested

Subject: food allergy

I just had a salad that was incorrectly labeled as having "ranch dressing"; it did have ranch dressing, but it also had Bleu Cheese in it. I have a severe allergy to bleu cheese and after two bites, I realized that there was bleu cheese and immediately took an antihistamine. I ask that you PLEASE properly label your food. That could have resulted in a hospital visit had I not realized and immediately taken counter measures. Please let me know how you are going to address this issue. I am not the only person with severe food allergies in this department. thanks.

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=82&idfield=id

Ek, Molly

From: Richardson, Roberta <roberta_richardson@ios.doi.gov>
Sent: Monday, January 05, 2015 4:39 PM
To: Ek, Molly
Cc: (b) (6)
Subject: Customer Complaint

Molly,

(b) (6), from the Solicitors Office (Rm (b) (6)) number (b) (6) called and advised that she has found a dead bug in her lemon water.

She has a large container that she fills with ice and lemons daily. She was just getting to the bottom and the bug went into her mouth.

She is obviously distraught and has taken pictures. She is teleworking tomorrow. Not sure what is normally done in these situations, so lets get together for a few minutes and lets talk and then see what we can do.

I told her I would call her tomorrow and we can talk.

Thanks
Roberta D. Richardson
Chief, Support Services Office
Office of Facilities and Administrative Services
Office of the Secretary
US Department of the Interior
(202) 208-4938 (Office)
(b) (6) (Cell)

Please note my email has changed to Roberta_Richardson@ios.doi.gov

Telework: Fridays

TEAM WORK MAKES THE DREAM WORK

Ek, Molly

From: (b) (6) (b) (6)@ios.doi.gov>
Sent: Thursday, November 13, 2014 1:28 PM
To: Ek, Molly
Subject: Cockroach near coffee

Hi Molly --

I was just downstairs getting coffee in the Bison Bistro and there was a cockroach climbing all over the coffee pots near the cash registers.

Best,

(b) (6)

--

(b) (6)
Deputy Director of Communications
U.S. Department of the Interior
Office: (b) (6) | Cell: (b) (6)

Ek, Molly

From: orders@catertrax.com on behalf of (b) (6) <orders@catertrax.com>
Sent: Thursday, August 28, 2014 2:55 PM
To: Ek, Molly
Subject: New feedback has been submitted: Comment

8/28/2014 2:54:46 PM

(b) (6) at email address (b) (6) has submitted feedback

Phone:

Website: usdoicatering.catertrax.com

Facility: Molly.Ek@sodexo.com

Category: Comment

Rating: Very Dissatisfied

Feedback was specifically requested

Subject: Onion tasting lemons

I have frequently had lemons that taste like onions. Can someone please see if this can be corrected.

CLICK BELOW TO SEND A RESPONSE

http://usdoicatering.catertrax.com/shopa_feedback_edit.asp?which=74&idfield=id