



DEFENSE INTELLIGENCE AGENCY

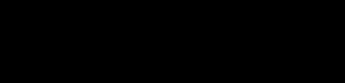
WASHINGTON, D.C. 20340-5100



U-19-1036/FAC-2A1 (FOIA)

MAY 22 2019

Mr. John Greenewald, Jr.



Dear Mr. Greenewald:

This responds to your Freedom of Information Act (FOIA) request, dated August 16, 2014 that you submitted to the Defense Intelligence Agency (DIA) for information concerning a copy of all complaints submitted about DIA's cafeteria for calendar year of 2013. I apologize for the delay in responding to your request. DIA continues its efforts to eliminate the large backlog of pending FOIA requests. In order to properly respond, it was necessary to consult with another office within the agency.

A search of DIA's systems of records located 23 documents (31 pages) responsive to your request. Upon review, I have determined that some portions of the documents must be withheld in part from disclosure pursuant to the FOIA. The withheld portions are exempt from release pursuant to Exemptions 3 and 6 of the FOIA, 5 U.S.C. § 552 (b)(3) and (b)(6). Exemption 3 applies to information specifically exempted by a statute establishing particular criteria for withholding. The applicable statutes are 10 U.S.C. § 424 and 50 U.S.C. § 3024(i). Statute 10 U.S.C. § 424 protects the identity of DIA employees, the organizational structure of the agency, and any function of DIA. Statute 50 U.S.C. § 3024(i) protects intelligence sources and methods. Exemption 6 applies to information which if released would constitute an unwarranted invasion of the personal privacy of others.

If you are not satisfied with my response to your request, you may contact the DIA FOIA Requester Service Center, as well as our FOIA Public Liaison at 301-394-5587.

Additionally, you may contact the Office of Government Information Services (OGIS) at the National Archives and Records Administration to inquire about the FOIA mediation services they offer. You may contact OGIS by email at ogis@nara.gov; telephone at 202-741-5770, toll free at 1-877-684-6448 or facsimile at 202-741-5769; or you may mail them at the following address:

Office of Government Information Services
National Archives and Records Administration
8601 Adelphi Road-OGIS
College Park, MD 20740-6001

You may also exercise your right to file an administrative appeal by writing to the address below and referring to case number 0446-2014. Your appeal must be postmarked no later than 90 days after the date of this letter.

Defense Intelligence Agency
7400 Pentagon
ATTN: FAC-2A1 (FOIA)
Washington, D.C. 20301-7400

Sincerely,

A handwritten signature in cursive script, appearing to read "Brian L. Jenkins for".

23 Enclosures

Brian L. Jenkins
Chief, Records Management and Information
Services

**Customer Comments Report
for Cafeteria Operations****01 January 2013 to 31 December 2013**

Date/Time	Site(s)	Satisfaction
12 Sep 13 11:18 AM CT	Defense Intelligence Agency	N/A
I couldn't find a separate entry for Wrap & Roll but the wraps have gone from substantial to non-existent. I don't like to pay \$7 for a wrap filled with spinach and one piece of turkey, even when I ask for more. Its a little ridiculous.		
08 Nov 13 11:01 AM CT	Defense Intelligence Agency	● No
I don't ask for much...just coffee in the morning. Today all three of the regular pots were empty and the Starbucks pot I tried was empty. At that point I walked out in disgust.		
30 Dec 13 12:04 PM CT	Defense Intelligence Agency	● No
Unfortunately some of us work over the holiday. The food service on 30 Dec 2013 was lacking with only about 40% of the capacity available. I suggest that there be at least one hot line e.g. Chiangs, the regular meal line along with the wrap place. I am going to walk over to the bowling alley and BX and see if I can get something.		

3 comments were found for the date range specified.

(b)(3):10 USC 424

ICE

Customer Comments Report for [REDACTED] Cafeteria

01 January 2013 to 31 December 2013

Date/Time	Site(s)	Satisfaction
06 Feb 13 07:05 AM CT	Defense Intelligence Agency	N/A
It would be nice if they stocked Bottled Pepsi Products (Mtn Dew, Dr Pepper, etc) in the cafeteria area vs. having to buy them separately from the convenience store for lunch. Also they need to put the TVs up in the cafeteria area it would be nice to see news at lunch.		
06 Feb 13 07:11 AM CT	Defense Intelligence Agency	N/A
My only comment, recommendation is to offer healthier selections for Breakfast. Deep fried hashbrowns, greasy eggs, and lard ladden gravy is no way to start the day. Maybe frying eggs using PAM or something similar upon request, offering eggwhites, and alternate sides, rather than greasy hashbrowns.		
18 Jul 13 10:18 AM CT	Defense Intelligence Agency	● No
This facility is slacking. In the morning they are not opening the facility on time, and when they finally open, the cooks are not prepared for another 15-20 minutes to start cooking. At lunch the cook spent 15 minutes just setting up the grill and was not ready to serve the customer. Else the grill toaster has been broken for several weeks and an external cooler has been broken/not stocked for several weeks. When they opened late last year-I would have given them an "A" for service and food. Right now due to lateness and inattention they would earn a grade of C+ at best. My omlet was so salty yesterday-I just threw it out as it was inedible. This is a new facility-they should do better. They are sliding down hill-quickly		
08 Oct 13 06:07 AM CT	Defense Intelligence Agency	● No
(b)(3):10 USC 424 does not open on time in the morning and is not prepared for customers when they do open. Typically they are just stocking the shelves when they open. The grill is not ready and the lines are 10-15 people long. The preprepared breakfast sandwiches would alliviate the problem but they are only offered occasionally. It takes 20+minutes to obtain morning meals from the grill and lunch recently has seen the same disregard for customers time by not being prepared. The food quality is fine but their service preparation and readiness to serve the customer is unacceptable.		
30 Oct 13 05:49 AM CT	Defense Intelligence Agency	● No
Two comments. 1.Is is ever possible for this facility to open on time ? And when its open, they should already be prepared for customers-		

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

**Customer Comments Report
for [REDACTED] Cafeteria**

(b)(3):10 USC 424

01 January 2013 to 31 December 2013**Date/Time****Site(s)****Satisfaction**

not just then starting to stock. They open late in the morning and we still have to wait 15+ minutes at the grill for breakfast. 2. Please just have a stack of egg-sausage (or similar) sandwiches ready when they open. It will save time and frustration.

5 comments were found for the date range specified.

(b)(3):10 USC 424

From: (b)(3):10 USC 424
Posted At: Wednesday, September 11, 2013 10:17 AM
Conversation: Danger In The Cafeteria
Posted To: Microsoft Outlook Embedded Message
Subject: Danger In The Cafeteria

That is terrible that he didn't even apologize. I would have least done that and gave you your money back. WOW..some people really don't care or don't know how to ACT during certain situations. I hope you are OK.

From: (b)(3):10 USC 424
Posted: Wednesday, September 11, 2013 10:13 AM
Subject: Danger In The Cafeteria

This morning I went to the cafeteria to get breakfast. I ordered hash browns and when I got back to my desk to eat them I bit down on a piece of hard clear plastic that actually cut my gums. I called our DIA food service representative to report the incident and I was not given an apology, or an offer to receive a refund. He told me he was going to talk to the cafeteria manager and have the item removed from the line, but it was already 0920 and breakfast ends at 0930. In other words nothing was done about the situation, not even an apology! This is unacceptable! Beware of the dangers in the cafeteria food, because it seems no one cares if you choke on it.

(b)(3):10 USC 424

(b)(3):10 USC 424

From:

Sent:

Friday, November 29, 2013 2:32 PM

To:

Cc:

Subject:

Dunkin Donuts

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Hello

(b)(3):10 USC 424

(b)(3):10 USC 424

On Friday, 29 November 2013 @ 1410 [REDACTED] observed a donut cart left outside the entry door of Dunkin Donuts with excessive amounts of crumbs. [REDACTED] told me to forward this email to you to ensure this matter does not happen again with the increase of mice throughout the building. I went down to Dunkin Donuts and pushed the cart inside the room. I know this did not take care of the crumb problem, but the cart was no longer in the hallway. Unfortunately, all Dunkin Donut personnel were released at 1200.

(b)(3):10 USC 424

V/r

(b)(3):10 USC 424

"PRIVACY ACT-1974 AS AMENDED APPLIES—THIS MEMO MAY CONTAIN INFORMATION WHICH MUST BE PROTECTED LAW DOD 5400.11R, AND IT IS FOR OFFICIAL USE ONLY"

(b)(3):10 USC 424

Following the delivery of [REDACTED] services, please go to the NIPR net and visit our Interactive Customer Evaluation (ICE) site, at HYPERLI

(b)(3):10 USC 424

(b)(3):10 USC
424

From:

Sent: Wednesday, April 24, 2013 10:48 AM

To: (b)(3):10 USC 424;(b)(6)

Cc:

Subject:

FW: DISSATISFIED comment card submitted for Dunkin Donuts located at
DIA HQs, Defense Intelligence Agency

(b)(3):10
USC 424

(b)(6)

Please see the below ICE comment reference Dunkin Donuts and touch base with me once they have given a solution.

Thank you,

(b)(3):10 USC 424

(b)(3):50 USC
3024(i)

-----Original Message-----

From:

Sent: Wednesday, April 24, 2013 10:38 AM

To: (b)(3):10 USC 424

Subject: DISSATISFIED comment card submitted for Dunkin Donuts located at
DIA HQs, Defense Intelligence Agency

(b)(3):10 USC 424

(b)(3):10 USC
424

A DISSATISFIED comment card was submitted for: Dunkin Donuts on 24 Apr 13 at 09:38 AM CT

Reports on past submissions may be viewed online by logging into ICE at (b)(3):10 USC 424;(b)(3):50 USC 3024(i)
and choosing an option from the reports menu.

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days).

Responses:

---DOD Required Questions---

Question	Customer's Rating
Were you satisfied with your experience at this office / facility?	No

Question	Customer's Rating
Did the product or service meet your needs?	No

Question	Customer's Rating
Facility Appearance	Good
Employee/Staff Attitude	Poor
Timeliness of Service	Awful
Hours of Service	Excellent

Customer Comments:

They typically are not prepared throughout the day. They run out of cups, lids, sugar (very routinely), and ice. Normally I like Dunkin Donuts, but this franchise is horrible. I would rather walk upstairs to starbucks and spend more for coffee I do not enjoy.

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information and view the customers responses to comment card questions.

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

(b)(3):10 USC 424

From: (b)(3):10 USC 424
Sent: Friday, November 01, 2013 3:07 PM
To: (b)(3):10 USC 424
Cc:
Subject: FW: Food Court in DIAC HQ

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Please engage and respond.

D

ATTITUDE IS EVERYTHING

From: (b)(3):10 USC 424
Sent: Thursday, October 31, 2013 1:31 PM
To: (b)(3):10 USC 424
Subject: Food Court in DIAC HQ

Classification: UNCLASSIFIED

Hello (b)(3):10 USC 424

In a discussion with a fellow colleague, an idea was discussed that might be beneficial to the agency. I have heard a lot of mixed reviews on the food downstairs during lunch. The breakfast is AWESOME! SUBWAY is AWESOME, but what about a change!

How about bring some favorite restaurants back to our food court. That would boost sales and hopefully a more enjoyable eating environment.

For example, Wendy's (bring them back), Keep SUBWAY, Chick Fila, Pizza Hut, Panda Express, Popeyes, and KFC. Now still keeping the Soup and Salad Bar.

Just an idea.

Thank You

(b)(3);10 USC
424

(b)(3):10 USC 424

From: [REDACTED] (b)(3):10 USC 424
Sent: Thursday, November 14, 2013 10:09 AM
To: [REDACTED]
Subject: FW: Need a POC for Cafeteria/Snack bar matters.

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Forwarded to you, [REDACTED] (b)(3):10 USC 424

(b)(3):10 USC 424

From: (b)(3):10 USC 424
Sent: Thursday, November 14, 2013 10:06 AM
To: (b)(3):10 USC 424
Subject: RE: Need a POC for Cafeteria/Snack bar matters.

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424;(b)(6)

Good morning, [REDACTED]

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

I (we) are requesting it for comments, suggestions, and concerns. My first comment would be that the soups in [REDACTED] are outstanding and I suggest that they find a way to offer them in [REDACTED]. My concerns are related to [REDACTED] still insufficient variety or quantity of self-serve edibles and having a server argue with me over what they were going to put into my tea as opposed to what I wanted. I requested no ice and light on the syrup...the individual insisted they were going to go by the recipe. At \$3.75 for a large tea that probably cost a penny to make, I should get what I want without an argument. The result, I got a sickeningly sweet tea I had

(b)(3):10 USC 424

From:

(b)(3):10 USC 424

Sent:

Tuesday, February 12, 2013 8:03 AM

To:

(b)(3):10 USC 424

Subject:

FW: Temperature of soup from the cafeteria

Signed By:

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(3):10 USC 424

Sent: Tuesday, February 12, 2013 6:49 AM

To: (b)(3):10 USC 424

Subject: Temperature of soup from the cafeteria

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

The last two time I purchased soup from the cafeteria it was barely lukewarm. The steam table does not appear to be used. Per USDA, soup should be heated to 165 degrees and then held between 135 - 140 degrees.

VR

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

From: (b)(3):10 USC 424
Sent: Thursday, November 21, 2013 1:57 PM
To: (b)(3):10 USC 424;(b)(6)
Cc:
Subject: Incidents Reported by (b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Good afternoon, (b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

I encouraged (b)(3):10 USC 424 to call you, as I was disquieted by what she told me about being overcharged two days in a row in the (b)(3):10 USC 424 café and then being refunded in cash for the overcharge, only caught after she asked for her receipt (she will follow up with her recounting of the events). I have had moments in the (b)(3):10 USC 424 café when I felt the total of my purchases were not as previously charged on the same items. I routinely pass on receiving my receipt, as do most I see ahead of me, so I dismissed it due to a faulty recollection of my purchases. Secondly, the total reflected on the cash register display (for customer viewing) rarely reflected the total requested, particularly when I had multiple items. I commented on this once and I received a shrug and a comment about the system being slow to respond.

(b)(3):10 USC 424

(b)(3):10 USC 424 recounting of the incidents involving her and my own experiences raised concerns regarding employee

(b)(3):10 USC 424

InterCOMM Articles Announcements Director's Corner A-Z Links Discussion Board IT @Work Calendar Milestones In Memoriam DEA Homepage

General Discussion

Subject Post

Posted By Flat

Started: 1/17/2013 15:29

Having Waffle Withdrawal....

The waffle irons went out for repair....really wish they would make a comeback!

(b)(3):10 USC 424

I found my morale has gone down by 85% since the irons went to the shop :-{

If anyone knows anything about the waffle irons, please....let me know!

Sincerely,
Employee with the syrup and no waffles

Posted: 1/17/2013 15:52

(b)(3):10 USC 424

Reading this post reminded me of when we were at [redacted] in November 2011, having only MREs for weeks already, and reading a EMAIL ALL [redacted] notifying everyone that they regrettably report that the Caesar Salad bar would only be available twice a week.

(b)(3):10 USC 424

I want waffles!! :-/ You guys have waffles?!

(b)(3):10 USC 424

(b)(3):50 USC 3024(i)



This List: General Discussion

[InterCOMM](#) [Articles](#) [Announcements](#) [Director's Corner](#) [A-Z Links](#) [Discussion Board](#) [IT @lerts](#) [Calendar](#) [Milestones](#) [In Memoriam](#) [DIA Homepage](#)

InterCOMM

General Discussion

Actions =

Subject Post

Started: 4/23/2013 10:55

View: Flat

Posted By

[View Properties](#)Dunkin
Donuts NEW**Dunkin Donuts**

I'm sure there are businesses that would give their right arm to have a coffee shop set up here within our organization. With this being said, why would we settle for an establishment that is so ill prepared for business in the morning like Dunkin Donuts? Have you ever had "No Ice" for drinks at 0800 in the morning? How about no meats for breakfast sandwiches during the hour of 8-9? How about a skeleton crew that cannot accomodate the 20-30 people standing patiently in line? Lastly, limited Iced Coffee flavors when they advertise atleast six or seven. The manager of this location needs to step up and organize his team as to staffing when it is desperately needed and ensure that they are well prepared for business (to include products) when they open the doors. This business is making a fortune within our organization but this can be quickly changed if they do nothing to enhance our experience every morning. What say you??

(b)(3):10 USC 424

Thank you for your comments. This office will address your comments/concerns with the Contracting Officer Representative for the in-house food service provider, Guest Services, Inc. A response to your comments will be provided as soon as possible.

Thank you,

(b)(3):10 USC 424

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

Sent: Thursday, September 19, 2013 3:26 PM

To: (b)(3):10 USC 424

Subject: LUNCH TODAY

CLASSIFICATION: UNCLASSIFIED

Good Afternoon (b)(3):10 USC 424

I just wanted to share with you that today a colleague and I purchased lunch in the cafeteria (Chicken wings and French Fries) and it tasted and appeared as if the grease needed to be changed. I know that you strive on providing a safe, clean, and healthy environment, so I thought I'd bring this matter to your attention. Thanks in advance for your time regarding this matter.

Respectfully,

(b)(3):10 USC 424



Question Summary for Cafeteria Operations

01 January 2013 to 31 December 2013

*DoD Required Questions

Overall Satisfaction Question	Responses	% Satisfied	-
Were you satisfied with your overall experience?	2	0%	-
Standard Scale Questions	Responses	Average Rating	% Top Rating
Facility Appearance	2	3.50	0%
Employee/Staff Attitude	2	3.00	0%
Timeliness of Service	2	2.00	0%
Hours of Service	2	3.50	0%
Yes/No Questions	Responses	% Yes	-
Did the product or service meet your needs?	2	0%	-

Ratings are not meaningful until at least 25 responses have been entered.

Status Indicators:

Satisfaction and Yes/No Questions (Percentage):

100%-85%
 84%-65%
 64%-0%

Standard Scale Questions (Average Rating):

5.00-4.00
 3.99-2.75
 2.74-0

(b)(3):10 USC 424

From: (b)(3):10 USC 424
Sent: Tuesday, December 24, 2013 12:43 PM
To: DIA Restaurant Fund
Cc: (b)(3):10 USC 424
Subject: Price Increase

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(3):10 USC 424

I do not see how you can justify this large an increase in the cost of menu prices at the [REDACTED] [REDACTED]....the average lunch costs already approaches the \$9-10 range for a sandwich, chips and drink, or a grill item with drink. These prices are not currently competitive with the local restaurants and we are only given the convenience of onsite food service for at best mediocre food. For the base work force population here at [REDACTED] I would estimate the lunch time service at [REDACTED] is less than 10% of the population on a good day....and will predict that number will only decrease with this price increase. I generally eat between 1130 and 1200 most days and I do not see a high flow of people through the [REDACTED] cafeteria at what one would expect to be a peak service period. I wonder if the real reason for the increase is not as listed below, but is being made in an attempt to make up profits for less than predicted volume of business?

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

From:

Sent:

To:

Subject:

Monday, October 28, 2013 8:52 AM

Bistro

(b)(3):10 USC 424

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

I am writing to make some suggestions for the Bistro that would benefit the occupants of

(b)(3):10 USC 424

There have been many mornings I've walked down to the Bistro and some mornings there are hard boiled eggs and some mornings they say either they're not there yet or they're not getting them. That is unacceptable. We feel like the step-children over here. There is no reason the Bistro in can't make toast, English muffins, etc.... They are able to toast a bagel so why can't they make other items that require toasting. Also, it would be nice if they could make microwavable breakfast sandwiches for example.

(b)(3):10 USC 424

(b)(3):10 USC 424

We were told when we moved into in August that the Bistro would also have hot items; to this day we haven't seen any hot items for breakfast or lunch. I am not the only occupant of the building who is unhappy with the limited items/services in the Bistro. I am writing on behalf of many occupants here in

(b)(3):10 USC 424

We all hope to

(b)(3):10 USC 424

From: (b)(3):10 USC 424
Sent: Tuesday, May 14, 2013 1:08 PM
To: (b)(3):10 USC 424;(b)(6)
Cc:
Subject: RE: Coffee in the Cafeteria

Okay Thanks.

From: (b)(3):10 USC 424
Sent: Tuesday, May 14, 2013 12:26 PM
To: (b)(3):10 USC 424;(b)(6)
Cc:
Subject: FW: Coffee in the Cafeteria

Good afternoon (b)(3):10 USC 424

Just following up with you on our conversation reference Seattle's Best flavored coffee in the Cafeteria. I informed (b)(3):10 USC 424 that we spoke and that you agreed that the coffee will be brewed up until 9:00AM. Also, so that there would be no confusion, please remove coffee urns when they are empty or place signage up.

Thank you,

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

From: (b)(6)
Sent: Thursday, April 25, 2013 12:49 PM
To: (b)(3):10 USC 424
Subject: RE: DISSATISFIED comment card submitted for Dunkin Donuts located at
DIA HQs, Defense Intelligence Agency

(b)(3):10 USC 424

(b)(3):10 USC 424

I pulled up the other one from earlier

It's the same identical statement.

(b)(6) was here this morning...and will be coming back to meet with when you have the time to discuss all issues.

(b)(6)

(b)(3):50 USC 3024(i);(b)(6)

From: (b)(3):50 USC 3024(i)
Sent: Thursday, April 25, 2013 12:34 PM
To: (b)(6)
Subject: FW: DISSATISFIED comment card submitted for Dunkin Donuts located at (b)(3):10 USC 424 DIA HQs, Defense Intelligence Agency

FYI.

-----Original Message-----

From: (b)(3):10 USC 424
Sent: Thursday, April 25, 2013 10:17 AM
To: (b)(3):10 USC 424;(b)(3):50 USC 3024(i);(b)(6)
Subject: FW: DISSATISFIED comment card submitted for Dunkin Donuts located at (b)(3):10 USC 424 DIA HQs, Defense Intelligence Agency

Customer did not give name. Could be same customer from the other day. (b)(3):10 USC 424 please give me feedback on the action taken. (b)(3):10 USC 424 will get involved.

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

ATTITUDE IS EVERYTHING

-----Original Message-----

From: (b)(3):50 USC 3024(i)
Sent: Thursday, April 25, 2013 8:00 AM
To: (b)(3):10 USC 424
Subject: DISSATISFIED comment card submitted for Dunkin Donuts located at (b)(3):10 USC 424 DIA HQs, Defense Intelligence Agency

(b)(3):10 USC 424

A DISSATISFIED comment card was submitted for: Dunkin Donuts on 25 Apr 13 at 06:59 AM CT

Reports on this submission may be viewed under the report of this ICE.

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

login and choosing an option from the report menu.

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

2 comment cards, including the one indicated in this email, have been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days).

Response:

--DD Required Questions--

Question Customer's Rating

Were you satisfied with your experience at this office? (1-5)
No

Question Customer's Rating

Did the product or service meet your needs?
No

Question Customer's Rating

Efficiency Appearance Good
Employee/Staff Attitude Awful
Timeliness of Service Awful
Quality of Service Good

Customer Comments:

Service is EXTREMELY slow, and the work is really messy. I am doing their job. The line is slow to move forward through because the workers are too busy gossiping with each other and with some of the regular customers. They hang out of her and scraps first thing in the morning. They do a lot of things. One customer called and asked for a good 15 minutes later asked the cashier who took his order where his coffee was and she said "oh well" don't have a problem. He asked why she didn't tell him when he ordered, and why she made him wait for something that was not a problem, and she rolled her eyes at him and just yelled "Next!" for the next customer. One of the other employees had to tell her "Well at least give him back his money". There is no more to this than that, they are all lazy, and rude. And when asked if the manager should be fired, he/she shouldn't be letting his employees act this way! To be honest, this DO has ruined me off from any DD I see. I used to prefer DD over Kripky Krenn, but not anymore!

** Customer did NOT provide contact information **

Use this link to login and enter ICE customer followup information and view the customer response to comment card questions.

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

(b)(3):10 USC 424

From:

(b)(3):10 USC 424

Sent:

Thursday, November 21, 2013 4:49 PM

To:

(b)(3):10 USC 424

Cc:

Subject:

RE: Incidents Reported by

(b)(3):10 USC 424

This message has been archived.

CLASSIFICATION: UNCLASSIFIED

Good afternoon

(b)(3):10 USC 424

(b)(3):10 USC 424

After speaking with [REDACTED] this afternoon, I immediately contacted the contracting officer representative (COR) to request that he discuss the matter with the food service provider and investigate your concerns.

(b)(3):10 USC 424

As a result, Market Basket requires employees to call the on-site manager for authorization to provide refunds; the manager was aware of the refund that [REDACTED] informed me of. Per the Market Basket Manager, employees are not provided the code to make returns themselves. The employee in question did in fact contact and inform the on-site manager reference your refunds.

(b)(3):10 USC 424

Also, in response to [REDACTED] comment that receipts should be automatically provided to customers will be implemented. The COR will contact the manager first thing in the morning to begin instituting this. If customers elect not to take them, a basket will be placed by the register to place them in.

(b)(3):10 USC 424

From:

(b)(3):10 USC 424

Sent:

Wednesday, August 21, 2013 12:11 PM

To:

(b)(3):10 USC 424

Cc:

Subject:

RE: INTERCOMM Comment about

Signed By:

(b)(3):10 USC 424

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Sir,

As with all food service feedback we have notified NEXCOM but we will provide them the email as requested. There has been no indication of any recent issues and as you mention this appears to be a rehash of old concerns and some urban legends (roach in ice machine). (b)(3):10 USC 424 are on top of the pest protection process and are coordinating an upcoming visit by base entomology. While we have no indication that the base will cease providing this service, with budget cuts and sequestration there is always a chance so we are looking to develop contingency plans using commercial vendors.

As for service I am not aware of any issues but it might be a little lower than normal until GSI can replace the personnel that were released due to zero badge issues. As other employees pick up the extra work their patience and tolerance may be stretched. We will make sure our NEXCOM rep is monitoring

(b)(3):10 USC 424

To help (b)(3):10 USC 424 serve you better, following the delivery of a product or service, please go to NIPRNET and visit our Interactive Customer Evaluation (ICE) (b)(3):10 USC 424 Select OSD Agencies, Defense Intelligence Agency; Show All Providers; then select the service you would like to evaluate. Thank you in advance for your valuable feedback.

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

(b)(3):10 USC 424

Subject: FW: INTERCOMM Comment about

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(6)

(b)(6)

Get this e-mail transferred to the NIPR and provide copies to all NEXCOM. Give a hard copy to (b)(6) and the food service provider downstairs. Assure that our rodent protection is still in order.
Thank you.

(b)(3):10 USC 424

ATTITUDE IS EVERYTHING

(b)(3):10 USC 424

Sent: Wednesday, August 21, 2013 8:06 AM

To: Flynn Michael T LTG DIA USA MIL

Subject: RE: INTERCOMM Comment about [REDACTED]

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Yes Sir, I do see them all and share them with the appropriate folks who are responsible for the particular service. Since I provide the food services for all locations I am acutely aware of the overall food service in all locations. I know that most of these folks who do the posting look for a string and turn it into a rope so I am very careful about which ones I engage. Some people are just mean spirited and have bones to pick with the DIA HQ food service because of former disputes. Every so often there are a bevy of comments that originate with one person. It is sort of like who can tell the biggest war story.

I guarantee that we do all the rodent prevention in the world; have not seen cockroaches in the cafeteria, certainly not in the ice machines (I don't doubt their existence because we have them (as well as mice) in this old building. We have a rodent prevention process in this building and follow it diligently. We have our MWR employees inspect the cafeteria daily.

All that said, I realize that in business, "perception is reality" and I share all of these with the local food service provider; the Navy Exchange Command (who also provides the vendor at [REDACTED] and our MWR food service personnel.

(b)(3):10 USC 424

(b)(3):10 USC 42

ATTITUDE IS EVERYTHING

(b)(3):10 USC 424

From: Flynn Michael T LTG DIA USA MIL

Sent: Tuesday, August 20, 2013 6:11 PM

To: [REDACTED]

Subject: FW: INTERCOMM Comment about [REDACTED]

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(3):10
USC 424

??? do you see these kind of comments???

(b)(3):10 USC 424

"I will agree with the poster's comments about the cafeteria. I was reassigned back to DIA HQ, after being in [REDACTED]
1. The cafeteria in [REDACTED] is way better than the DIA HQ cafeteria and is cheaper in pricing than eating out in the local area. Friendlier staff, no cockroaches in the ice machine or mice running around or bugs in the salad bar, the service staff not using utensils that were dropped on the floor or being rude in general. The food actually tastes good and won't send you to the bathroom every 5 minutes.

Michael T. Flynn
LTG, USA

(b)(3):10 USC 424

(b)(3):10 USC 424

Sent: Tuesday, August 20, 2013 10:19 AM

To: Flynn Michael T LTG DIA USA MIL

Subject: INTERCOMM Comment about (b)(3):10 USC 424

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Sir,

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

Just wanted you to see what some folks were talking about on the INTERCOMM page.

(b)(3):10 USC 424

(b)(3):10 USC 424

I thought I would share the message below that (b)(3):10 USC 424 received from an employee who recently moved to (b)(3):10 USC 424

This is the kind of feedback that makes us in (b)(3):10 USC 424 want to come to work in the morning and do the best we can for the Team. We worked on the (b)(3):10 USC 424 for 5 years and the Agency made a huge investment. Glad to hear it paid off.

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

"I wanted to take a quick moment to tell you how impressed my coworkers and I are with everything here at the (b)(3):10 USC 424 facility. My office moved to (b)(3):10 USC 424 last week (last week we sat in temporary seats in (b)(3):10 USC 424 and this week we were given permanent seats in (b)(3):10 USC 424 and so far everything has been just great! I have to admit my coworkers and I were not looking forward to our relocation from the DIAC to (b)(3):10 USC 424 and couldn't figure out why our leadership had signed us up for such a move. As soon as my coworkers and I entered the (b)(3):10 USC 424 however I have to say at least 90% of us changed our tune and are very happy with our new work site. The facilities themselves from the lobby to the cafeteria to the work spaces and kitchen areas are spacious and beautiful. All of the facility workers from the cafeteria staff to the coffee shop worker to the custodial and security staff have been just great, I have heard every one of my coworkers comment on how nice every cafeteria staff member has been and also how great the food is. My coworkers and I were even enticed to go down to the cafeteria and have lunch last week, something we haven't done once in my four years at the DIAC haha. Anyways to make a long story short, kudos to everyone at the (b)(3):10 USC 424 for welcoming us and giving us a pleasant place to work. I am (b)(3):10 USC 424's representative to the (b)(3):10 USC 424 Council of Employees and I will be sure to share my thoughts with all of them ☺

(b)(3):10 USC 424

(b)(3):10 USC 424

(b)(3):10 USC 424

While the bulk of comments were positive it did give some folks a reason to complain about the DIA Proper cafeteria such as the comment below:

(b)(3):10 USC 424

(b)(3):10 USC 424

"I will agree with the poster's comments about the cafeteria. I was reassigned back to DIA HQ, after being in (b)(3):10 USC 424 1. The cafeteria in (b)(3):10 USC 424 is way better than the DIA HQ cafeteria and is cheaper in pricing than eating out in the local area. Friendlier staff, no cockroaches in the ice machine or mice running around or bugs in the salad bar, the service staff not using utensils that were dropped on the floor or being rude in general. The food actually tastes good and won't send you to the bathroom every 5 minutes.

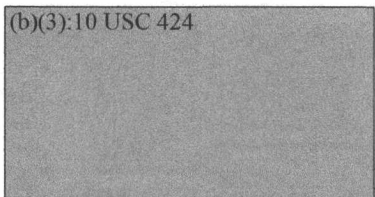
I don't know why the DIA HQ cafeteria has such a problem. Are they locally (meaning DC) contracted? I have eaten at a couple other gov't facilities in northern VA and the service is always superior than the gov't cafeteria facilities in DC or MD. If I want to eat a Subway sandwich, I make the trek to the PX on base vice patronizing the HQ cafeteria. But most times I bring."

Just wanted you to see some of the sentiment out there.

V/r,

(b)(3):10 USC 424

(b)(3):10 USC 424



Defense Intelligence Agency
Joint Base Anacostia-Bolling



(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

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CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

(b)(3):50 USC 3024(i)

From:

Sent:

Friday, February 15, 2013 8:19 AM

(b)(3):10 USC 424

To:

Subject:

Response Requested: DISSATISFIED comment card submitted for Charlie Chang's located at DIA HQs (b)(3):10 USC 424 Food Court, Defense Intelligence Agency

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

(b)(3):10 USC 424

A DISSATISFIED comment card was submitted for: Charlie Chang's on 15 Feb 13 at 07:18 AM CT

Reports on past submissions may be viewed online by logging into ICE at [REDACTED] and choosing an option from the reports menu.

(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

Please review the customer feedback below and take appropriate action. If a response to the customer is deemed necessary, please use the customer contact information if provided below. Log any attempt made to contact the customer by using the 'Customer Followup' section in ICE.

Do NOT reply directly to this email as a means of contacting the customer who submitted the comment card. Replying directly to this email will NOT cause an email to be sent to the customer.

1 comment card, the one indicated in this email, has been submitted for this service provider during the past 90 days (or since this ICE site began accepting comment cards, if less than 90 days).

Responses:

---DOD Required Questions---

Question	Customer's Rating
Were you satisfied with your experience at this office / facility?	No

Question	Customer's Rating
Did the product or service meet your needs?	No

Question	Customer's Rating
Facility Appearance	OK
Employee/Staff Attitude	OK

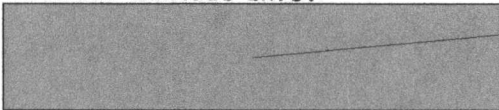
Timeliness of Service Good
Hours of Service Good

Customer Comments:

Even if I eliminated the side by side comparison with our cafeteria to the cafeteria at the other IC agencies, the overall quality/cost ratio definitely needs to be re-evaluated. I believe that the convenience of the facility's location is misleading the officials with regards to the overall satisfaction of the service. Let's get into specifics: Charlie Chang's is awful. The egg/spring rolls have on many occasions tasted as if they were going bad which left me no other choice but to never purchase them again. The entrees are not good and the protein (chicken, beef, etc) does not taste recognizable and is usually disguised under a sauce (not tasty at all).

****Customer has requested a response from management.****

Customer Contact Info:



(b)(3):10 USC 424

Use this link to login and enter ICE customer followup information and view the customers responses to comment card questions.



(b)(3):10 USC 424;(b)(3):50 USC 3024(i)

~~FOUO (For Official Use Only)~~

All individuals handling this information are required to protect it from unauthorized disclosure.

(b)(3);10 USC 424

(b)(3);10 USC 424;(b)(3);50 USC 3024(i)

From: (b)(3);10 USC 424
Sent: Monday, August 05, 2013 8:08 AM
To: (b)(3);10 USC 424
Subject: Suggestion for the (b)(3);10 USC 424 Cafeteria

CLASSIFICATION: UNCLASSIFIED

Good Morning (b)(3);10 USC 424

I'd like to request that the (b)(3);10 USC 424 Cafeteria offer Oatmeal in the morning without any additives (honey, sugar, cinnamon, etc) so that *those with diabetes* can have some kind of cereal without sugar to eat. The cream of wheat also has the same additives already included. I've requested this of the shift manager and the general manager several times, but to no avail. This morning the general manager indicated the following reasons why he "cannot" have prepared oatmeal without additives.

- Lack of a place to put it anywhere "else" in the cafeteria
- Lack of customer base (does not want to risk wasting even a pot with 5-10 servings if no one will purchase it)
- Waiting for more people to populate the building (in general) before adding any new menu items

His is willing to "look into getting" the prepackaged oatmeal without sugar. While it would resolve the issue by having a sugar-free cereal choice, it forces the customer to now take it back to their desk and prepare it themselves, which defeats the purpose of coming to the cafeteria. After my 10-minute discussion with the General Manager today, during which he told me all the reasons why he could not accommodate, I simply departed without purchasing anything. This appears to be a good way to lose the customer base they already have.

I am more than willing (and have volunteered through my management chain) to be a part of the Restaurant/MWR advisory committee.

Respectfully,

(b)(3);10 USC 424

(b)(3):10 USC 424

From:

(b)(3):10 USC 424

Sent:

Friday, January 25, 2013 11:34 AM

To:

(b)(3):10 USC 424

Subject:

In appreciation of Nature's Table

CLASSIFICATION: UNCLASSIFIED

(b)(3):10 USC 424

I would like to compliment cafeteria services on the selection of Nature's Table to provide the salad bar at DIA HQ. It is one of the best salad bars I have had the pleasure to eat from at any cafeteria. The food is always fresh and tasty, there is a variety of choices, and a nutrition guide is available. Furthermore, the workers at this station are pleasant and keep the area clean.

My compliments to the managers, staff, and food preparers.

(b)(3):10 USC 424

CLASSIFICATION: UNCLASSIFIED

Sent:
To:
Subject:

Tuesday, April 02, 2013 2:04 PM
(b)(3):10 USC 424
please pass suggestion to cafeteria manager

CLASSIFICATION: UNCLASSIFIED

Good afternoon, (b)(3):10 USC 424

I was talking to a few colleagues today about the wonderful selection of fresh items in the salad bar, such as hummus, black rice, Israeli couscous, etc. Something else fresh that we would like to see offered to employees and which endures year round is baked potatoes. Please ask the cafeteria manager to consider a baked potato bar with butter, cheese, sour cream and those fake bacon bits, and preferably at a price equivalent to Wendy's.

Many thanks.