

FRIDAY NOVEMBER 5, 1971

Saga. "bun resembled shriveled up prune"

Ever felt let down and angry about it? If you have then you know the feeling of the students in the games room of the SUB. Each time an innocent places his money in the sandwich vending machine, he risks disappointment.

Who is the villain of this outrage? The crooked dealer? The answer - long suffering Saga Foods.

SUB night manager, Doug McConnell explained the facts of this Russian Roulette operation, to me in a late night meeting. He stated that he had been impressed when he met the management, in fact he was told by others that they were a first rate outfit. He told me that the quality of the food is better, except in the vending field. Here the company is sagging down on the job.

The machines which are serviced by Saga, are filled at very irregular intervals, to judge from what happened next.

We took the elevator down and I bravely went into the games room and placed forty cents in the sandwich machine for a hamburger. As a precaution, I smelt it. The odour, was repulsive. McConnell, the games room attendant and a number of other people verified it.

On impulse we took it upstairs to the sub ballroom where Saga Foods Manager Garry Knox was enjoying the Carlton Show Band. He took one look at it and agreed with us. He then cheerfully refunded my money.

We took the hamburger downstairs and cooked it, in a very dirty oven. After watching the burger cook, I took

it out. It wasn't tempting to say the least.

The hamburger meat was half cooked. The bun resembled a shriveled up prune that had soaked for at least a week. If I had wanted to put ketchup

on it, that would have been impossible as there was none.

I then asked Doug McConnell what action had been taken to remedy this situation. He informed me that he had talked with the management

of Saga foods during the week-end of the 23rd. They had promised an immediate improvement in the quality of the food. Evidently it hasn't occurred.

Bad food due to poor communications

By RICK BASTON

Is institutional food really that bad or is it a question of communications? This seems to be the crux of the matter with regard to the complaints that the Brunswickan has received about Saga Foods Ltd. These seem to be some of the major complaints that we received.

Margerine and butter mixed in equal proportions in the sandwiches.

Use of powdered non dairy substitute in the coffee.

A much smaller hotdog.

Vending machines are not serviced regularly and the auxiliary facilities are sloppily maintained.

There is a lack of meat for breakfast.

The food is cold when you eat it.

To answer these various complaints, the Brunswickan interviewed several members of the management team of Saga.

The mixing of Margerine and butter is done for reasons of economy. It was explained that the object was to save money in certain sectors in order to improve service in some of the weaker sectors of service.

The use of a powdered non dairy substitute is also for the sake of economy and to cut down on wastage. It was explained that if they used the little milk-like containers, there would be far more wastage, then there is.

The complaint of a much smaller hotdog is rather a bogus one. The hotdog is the same weight as the one used at the beginning of the year. It was a change in companies that caused the change in size. Garry Knox, said that he would probably change back to the first company in order to satisfy the students.

The questions of vending machines is not that much Saga's fault. In this case, they have subcontracted out the business to Major Vending. Saga manufactures the hamburgers and the sandwiches for Major Vending. Here the responsibility ends.

The lack of meat for breakfast is the fault of the University of New Brunswick. It was explained to the Brunswickan that when Saga bid for the contract, this was not included as part of the specifications. They do it as an extra service.

The old complaint that the food is cold when you get it is valid. Here, it is a question of judgement on the servers. This will improve as the year goes on.

When asked how to cure the problem of no choice on the menu, Garry Knox suggested that it would be best to see the food committee representative and ask him to bring it up at the next meeting.

All of the points that were brought up during the course of the several interviews conducted seemed to surprise the management. An inquiry revealed that they did not know of this complaints for the most part. They were noted.

A discussion on this lack of knowledge of the complaints indicated that the management didn't receive all that many complaints from the students. This is where the trouble lies.

The management naturally assumes, unless otherwise told, that everything is going all right and that everyone is satisfied with the food. This shouldn't happen, if you have a complaint, then tell the manager or the Bruns and you will be listened to.



What you see before you is supposedly a grilled cheese sandwich. Soggy. Burnt. And nobody wanted to eat it. And you don't have to wonder why. The Vending machine has struck again.

Photo by Ken De Freitas



Introducing A&W.

Introducing Albert the A & W Rootbrewmaster. And Walter the A & W Burgermaster.

Albert's famous, frothy mugs of root beer was a great idea. Walter's famous family of burgers - Mamaburgers, Papa-burgers and Teenburgers - was another.

Two great ideas are better than one.

1180 SMYTHE STREET
OROMOCTO SHOPPING CENTER