

The following is a sampling of the comments – positive and negative – we received through our member survey. Often the comments relating to a particular area were contradictory. We appreciate the time and effort all survey respondents took in answering the questions, and we'll consider all responses as our Co-op evolves. Please remember that you're always welcome to leave a suggestion in the box at the Customer Service Desk.

GENERAL COMMENTS:

“I LOVE shopping at the Co-op and have not shopped at other area grocery stores since the store opened! The size of the store, the variety and quality of the products are excellent! Thank you!”

“I'm very saddened to see the conventional supermarket model being used. I think you're trying to satisfy everyone, which seems like poor business to me. The store needs a vision which distinguishes it from its competition, and offers products which support that vision. Education can be a big part of that.”

“I am delighted. The Co-op is clean, well stocked, and the staff is friendly, approachable, and customer-oriented. The hours are excellent, and I love the mini shopping carts for small shopping trips. I have been able to try new things (like locally made, fresh ravioli) and am enjoying that immensely.”

“I would like to see more prepared foods; I know we are not as big as Hanover, but some more ethnic prepared foods would be very welcome.”

“Just love the place!! Keep up the great work.”

“Please work on your prices in groceries. Higher than Shaw's and that is very disappointing.”

“I know people complain about the prices at the Co-op as being high, but I find they are competitive with Shaw's. The only reason I shop at Shaw's is to buy what I can't find at the Co-op.”

PRODUCE:

“Very clean, neat displays. Always seems fully stocked. Nice variety including items out of the norm like broccoli rabe, fennel, baby artichokes, baby eggplant, and fresh arugula. Love the bulk salad and fresh herbs.”

“When available, I would like to see more local produce.”

“Would like more tropical fruit selection, but like the variety of greens.”

“Really appreciate the combination of local produce, but also good prices.”

“A little on the (price) high side, but the quality and presentation make up for it.”

“An excellent department with a very good selection of organic produce.”

GROCERY:

“I would like to see less traditional products – Coke, Pepsi, Tide etc. – and more organic or alternative products.”

“Too many organic offerings and not enough store brand.”

“More organic needed. Less processed food would be nice.”

“For us, it covers the types of general groceries we look for. This area of the store has many products that aren't available more locally. We're looking for more products with less corn syrup, artificial and natural flavorings.”

“I am finding more wonderful items every time I shop. The organic sorbet bars and organic frozen ravioli and the beer selection makes my husband happy!”

“I can find just about everything I want, and my weekly grocery bill – for a family of 5 – has actually decreased!”

DELI/PREPARED FOODS:

“Boar's Head is excellent. Got sushi? Model this department after the coop in Hanover for improvement. This area still has a ways to go.”

“Please don't expand your prepared food area in lieu of offering as much produce and whole and bulk foods as possible. I like to cook my meals.”

“I was hoping you would have more things already prepared for meals.”

BAKERY:

“The gluten free selection is great! It's one of the reasons we joined the Co-op.”

“I'd like to see a certified baker on board, with artisan breads available.”

“I would like to see more from local bakeries, especially with regard to whole-grain breads and rolls, etc.”

MEAT:

“Great butcher! Great offerings and do like many of the prices.”

“You have the reputation of being THE meat market to shop at! Thank you for the GORGEOUS veal chops. What a treat! Love it!”

“I would like to see organic meats in the butcher case as well as fresh precut and packaged. Your natural chicken is not organic, and unless I know the farm it comes from I can't be sure it is not fed pesticide and GMO free grains. Right now I have to buy the frozen organic meats.”

“Once again, neat, clean displays that always seemed fully stocked with a variety of products. Really like the ability to purchase quantities as needed. Nice variety overall between beef, chicken, pork and local, organic.”

“More grass-fed meats raised organically, locally at a competitive price. Right now the local meats like this are too expensive. Bring the price down and see if it sells more, then use that as leverage for the farmers.”

“The meat department is by far the best! The butchers are always helpful and informative. The meat is of superior quality and we've been telling everyone we know to go there.”

SEAFOOD:

“Your seafood department has the best fish in the area. Last week we tried the wild salmon and it was fabulous.”

“Fresh. Friendly. Wonderful!!!

“Ensuring that our seafood comes from New England, a great source of seafood, that we don't serve Chilean Sea Bass and other seafood items that are threatened, and ensuring that a majority of our seafood does not come from Indonesia, China, or other far off places. I guess I would rather see less quantity and know that what we do have is sustainable and more local/regional.”

“Some of the seafood is pricey, but the quality is excellent!”

“Love the seaweed salad and soft shell crabs and your variety! The large Scallops were wonderful. I also like the display with the salmon head – it reminds me of Harrod's food hall. I was also thrilled to see the fish cheeks for sale - I didn't buy any last visit, the cheek is the best part of the fish – not a lot of people know that!!!!!!”

“Staff have been very helpful in making suggestions for cooking.”

CHEESE

“Love the cheeses – please keep offering as much different stuff in the cheese case as you can. It's a big attraction for me!”

“I'm looking for a better selection of local, artisan cheeses.”

“As far as I am concerned, you can bring more & more cheeses in. I am enjoying them by the spoonful – even without bread. It's a REAL treat to be able to have wonderful cheeses here.”

“Love the cheeses - please keep offering as much different stuff in the cheese case as you can. It's a big attraction for me!”

WINE

“Very happy to discover Parducci wines in our store – the green/sustainable vineyards. We have Frey, another sustainable wine, but only in Pinot Noir. They have other excellent varieties too.”

“Would be great to see more regional organic wines (esp. merlot!).”

“I like that you have a nice selection and that you offer sustainable wines as well as Bota boxes.”

“Haven't bought wine yet, but the beer selection is amazing!”

A FINAL NOTE:

“I hadn't been back to the Co-op in a while because I was disappointed by the selection when you first opened. I just went back to see if things had changed, and they have. The Co-op is now all that I had hoped it would be, with a magnificent selection of local produce and goods. The quality is excellent, and the service is unsurpassed anywhere. You have listened to your clientele and made some magnificent changes. Thank you for bringing a quality food co-op to Littleton!”