Customer Experience Survey comments about masks

(Customer Experience Survey comments are copied word for word and not edited for grammar)

"Why Highly Satisfied"

- The coop is great! Everyone is always helpful, the store is clean and I appreciate that they are making people wear masks. I want to make the coop my only shopping spot, but it is slightly too expensive for me to do that.
- It was clean, the checker was friendly and they had what we were looking for! There were masks available. There was hand sanitizer.
- Overall I love the Moscow Food Co op and am thankful for your store, especially when it comes to my children's specialty diets. The problem I have is all of your employees wearing masks. You have bought a Pharma paid lie, hook, line, and sinker. You of all places should be promoting health through proper nutrition, supplementation, and health of our immune system. Wearing a mask, which does not allow the wearer to breathe fresh oxygen has actually been shown to cause a host of problems including, but not limited to fungal, staph, and bacterial infections. I understand a few of your employees may be afraid due to their own compromised immune systems or those of their families, but all of them really? I am pretty sure this is a company policy you are enforcing. Moscow Food Co op you can do better. Please look at the science....the death rate from COVID is .24%.....that is lower than the seasonal flu. I use to love to walk into your store. Nothing but dread now, there is no excitement!
- I found most of the items I was looking for. I didn't need any assistance but staff appeared to be readily available if I needed assistance. All staff were wearing masks👍👍👍
- Store was very clean, everyone was practicing social distancing and wearing masks. There were oatmeal raisin cookies in stock.
- I appreciate that all the coop staff are wearing masks for their protection and mine. I also like that the carts are sanitized and there is a place to put used carts to be sanitized. Thanks for helping keep everyone safe!
- The quality of the food is great, store is clean and staff wears masks.
- Unlike other local stores most customers are wearing masks and all the employees are.
- Everyone helpful, always clean, good variety of offerings. I do wish they had a bigger parking lot, but COVID-19 has made the lot less used. All in store good about social distancing and using masks.

"Why Not Highly Satisfied"

- I didn't rate the visit as Highly Satisfied because it was not a remarkable visit; just went in to grab a needed item. The coop is out of some items and services because of the Covid19 issue. I am not complaining in any way; I know these are circumstances beyond their control.

I am very pleased that they are making a strong effort to keep the store clean and safe. Employees are all wearing masks. I wish all customers would do the same.

- I wanted regular (not GF, not vegan) Coop chocolate chip cookies. None were available. That's all: everything else was absolutely fine! I *do* wish there was a mask requirement for Coop customers. The number of people standing around breathing directly on everything/everyone is pretty discouraging.