



# GREAT GROUNDS

COFFEE SHOP

## Great Grounds Customer Comments

Facebook, November 10th

Comment Type	Customer	Comment	Resources/Information	Response
Positive feedback	Daniela Rosas	I am SO happy that it's holiday flavor time at Great Grounds! Love, love, love your gingerbread latte! Makes me want to curl up with my drink and a good book in front of the fire.   		Hi Daniela, thank you so much for the kind words! Sounds like you know how to set up the perfect vibe - we hope you have plenty of days like this throughout your holiday season!
Question	Bruce Tang	I'm trying to reduce the amount of sugar in my diet. Can you tell me which Great Grounds' drinks are low sugar or sugar-free?	Detailed information about the nutritional content in all Great Grounds' beverages: <a href="http://www.GreatGrounds.com/NutritionalFacts">www.GreatGrounds.com/NutritionalFacts</a>	Hi Bruce, thank you for reaching out! Great question - you can find detailed information about the nutritional content in all Great Grounds' beverages here: <a href="http://www.GreatGrounds.com/NutritionalFacts">www.GreatGrounds.com/NutritionalFacts</a>  Happy drinking!
Negative comment	Imani Moore	What's up with the hike in Great Grounds' prices?! I used to be able to get my daily medium mocha for \$4. Now it's \$4.25! That's really going to add up over time . . .  	In response to a recent coffee shortage, Great Grounds has had to increase prices.  Promotional code for half off one beverage: HALFOFF	Hi Imani, thank you for your feedback. We understand a price increase is a pain, and while we try to avoid this, this is in response to a recent coffee shortage. We are happy to offer you a promo code for half off your next beverage to offset this increase - use code HALFOFF at checkout to redeem!