

May 8, 2007

I was a Fresh Dining customer in the past. Though I was very pleased with their service, I thought that I'd try the other big delivery company in the LA area after my meal package with Fresh had expired. That was the biggest mistake!

The food from the other company tasted like something I can get from a college campus cafeteria. There was NO variety. Sample breakfast: 2 egg whites with 1/4 tsp. of veggies, some sour berries and sour Kumquats still with its peel on (they use the same fruits over and over and over again). Dinner might have a Filet Mignon, but it WAS NOT done right. It didn't melt in your mouth. The quality of the meat wasn't up to par (Fresh Dining's Filet was done med rare, and each bite was so buttery delicious). I had this chicken breast dinner one evening and the chicken was dry and flavorless. Didn't taste fresh. The sauce didn't taste right. The snacks and desserts were disappointing as well. Dry Banana Bread, granola bars from Kashi, Sugasure. Portion size was half of Fresh Dining's.

Not only was the food awful, the service was not what I expected. No one called to follow up with my progress (I got at least 3 follow up calls from Fresh). The other company has a website where I was able to log in and check what's in store for the following week and many times, nothing is listed so I'm left out in the cold wondering what I'm going to eat the following day (and choose whether I want to get that day's meal delivered).

The presentation of the food was mediocre. They used a sprig of Thyme as decoration, if that. Fresh Dining's approach - beautiful exotic flower petals. The delivery person comes at 5 pm, 11 pm, and sometimes they'd even come at 3am (which makes my dog bark and wake me up as well as the whole neighborhood). They also don't take the proper precautions in making sure that the cooler bag wasn't under direct sunlight, unlike with Fresh Dining who ALWAYS came between 6 and 8 pm the day before. My delivery driver also made sure that it is not under direct sunlight.

The only thing the other company had going for them was that they are about \$300 less for a 30 day program ( with their poor service and even poorer meals, they should be charging A LOT LESS). But I tell you, after I've tried another delivery company, and had Fresh Dining, there is NO comparison. Fresh Dining has outdone them from service, to quality, to taste, to presentation, to variety to you name it they've got the other company beat. Fresh Dining is truly gourmet! Even if Fresh was \$300 more month, I'd gladly take them anytime (I have a few meals left with the other company, and will be signing up with Fresh as soon as my program ends).

Just thought I'd let Fresh Dining customers, as well as people considering try Fresh Dining, know that Fresh Dining is by far the ONLY A+ meal delivery company in the Los Angeles area. Don't make the same mistake I made in trying out the other gourmet delivery companies. And to the people behind Fresh Dining, you are geniuses. Keep up the excellent work!

Sincerely,  
Bea Muniz