



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts June 2013

Thanks for the \$4.00 off coupon for the Fruit Smoothies and salad bar for the Fab 4 WellPath Challenge. How do I go about getting a fruit smoothie? Pick your size cup from the middle station; fill it with fruit (use the domed lid to get more); bring it to the Java City counter; they will blend it with your choice of sweetener (Splenda?) ice, and a little water – for just the price of the fruit cup. Viola – a fruit smoothie! There are plenty of things to add for additional charges – yogurt, cream, fruit juice, etc. It's a sensible, healthy, cool summer treat. Thanks for asking.

When you first started serving fruit smoothies with the fresh fruit, it was \$2.88 per cup. Today, the price was \$3.69, another indication that your prices are increasing. Why the increase? Today's fruit was no different than 2-3 months ago, just that maybe they were not in season? I guess it'll be cheaper to make my smoothies at home. Thanks for your feedback regarding the apparent discrepancy in fruit smoothie pricing. Depending on a variety of factors, fruit smoothies can cost anywhere from \$2.00 to \$4.00 or more. Some people incur additional charges when they add a banana, orange or apple or other whole fruit; yogurt; milk; cream; fruit juice and other add-ons. There is, of course, an additional charge for these extra items. While we can't pinpoint the exact reason for your discrepancy, we gave you a \$4.00 coupon for letting us know. Hope this info helps, and thanks again.

The grill has a lot of great combos, but can you offer (healthy) options? Most option sides are fries but can an option be a pre made small side salad or veggies instead or may even sweet potato fries for the combo. Usually I get the a la cart and add a small salad and drink and its way more than a combo. I dislike that it costs more to eat healthy. The following items can be substituted for fries in combos at the grill and our cashiers have been informed: sautéed vegetables at the grill; vegetables at the Frying Pan hot zone; grab n go carrots and celery; small container of salad greens; a small cup of fruit salad or side salad from the middle island. Sweet potato fries do cost a little more – sorry. Hope this information helps.

Can I order just a few sides when they serve those big meals like Turkey, Salisbury steak etc.? I would be more inclined to eat at the Round House if I could just get a side of potatoes or side of vegetables without having to eat all that meat. Yes you can. Side dishes are just \$1.39 each every day.

Can we get a Caffeine Free cola drink in the Café? I don't see one on the fountain; and there aren't any bottles. Thanks for asking. The Café Focus Group reviewed your request and elected not to change the fountain line up at this time. BUT – we have added Caffeine Free Diet Coke in the beverage coolers. Be careful to read the labels – they look very similar to regular Diet Coke. ☺

Thank you for your efforts with our (SRPMIC Foster Care Program Cake Walk) event today at Friendship Park. It was greatly appreciated! Thank you. We love to market activities in and around the Two Waters Complex, particularly departmental activities in and/or close to the Café itself. We were able to help you with a grill at the last minute, and send out a flyer to our daily Café email recipients. Thanks for the opportunity to serve.

Does the Café sell gift cards? The Café has printed gift certificates for sale. Contact Assistant ARAMARK Café Manager Danielle Simmons at 480-362-5537 and she will be happy to fill your request.

I work away from Two Waters and only have 30 minutes for lunch. Is there any way to order and pay ahead of time so all I have to do is run in, pick up my order and get out? Yes! You can place a phone order, pre-pay with your credit card over the phone and your food should be ready when you get here. If you will not be going before we close at 1:30 pm you could have a friend pick it up or make arrangements with ARAMARK. We are accommodating. Call 480-362-5537 or 5538 to pre-place your order from off site. Hope this information helps.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Finally...chilled Gazpacho soup! With sour cream, cilantro, peppers and onions! Excellent! Please have again.
- Last week's BBQ sauce was pathetic. It was like tomato paste that tasted barely better than ketchup...
- Bagels weren't sliced and no slicer thing. This was several days in a row. (We fixed it based on your feedback)
- Kudos for the thin crust pizza. Crunchy. Good.
- Pizza served in the Café is wonderful. Sauce and crust are perfect every time. Thanks for adding Wednesdays.
- Could we have peaches with the morning fruit? (Good idea. We added. Thanks).
- The Round House Chilaquiles are extra delicious today!! I'm a happy camper. ☺
- The swordfish was excellent; cooked to perfection; and worth the extra money you charged. Thanks.
- Fish Tacos were once again delicious and both the red and green sauces were wonderful.
- Home Run Derby was fun but Café coupon was only good for that day. ☺
- A lot of flies in the Café lately...yecch... (Welcome to summer in the desert! We do the best we can. ☺)
- The male cashier at Java City (Stephen Rhoades) always gives good customer service with a smile
- Thanks for bringing the Pitted Beef back, with green beans, and the grilled corn. It was so good!
- Thanks for the CNN (on the Café lounge TV). Much prefer the news to A&E or History
- ...AND...What's with the CNN? Why can't we get Fox News if you're going to show the news channel?
- What about an ice/water machine in break rooms? Cost and logistics (\$4500; plus electric, water, drain) prevent. ☺
- Buffalo Salad Made to order is the BEST EVER...could eat THAT every day
- ...AND...The Buffalo salad was different today than the last time you served it. Why can't you be consistent?
- Java City House Blend tasted bad this morning (Thank you for the heads up – we re-brewed it!)
- [Click here to see past editions of Customer Feedback](#)

To submit your feedback...

1. You can fill out a yellow comment card and leave it in the boxes on the condiment station in the cafeteria. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 5.1; June 2013)

