



# Round House Cafe Customer Feedback

**Questions, Comments, Kudos & Klouts August 2013**

**The Rice Krispy treats used to have more marshmallow(s) in them, sometimes chunks & bits. Creamier. Lately they've been kind of dry. Can you bring back the originals?** Thanks for asking. It's one of those things where somebody else told us they were "too sweet with too many marshmallows," so we cut back. We'll take a look at the recipe and see if we can find a happy medium.

**You guys used to have this man come in and play the guitar and sing, but you haven't had him in a while. I think he was a native fella from Gila River. We were thinking of having him sing at an upcoming dinner we're having. How would we get ahold of him?** We liked him too, but Bob Villa moved out of state to Lubbock, Texas. You can find him at Desert Man Music on both Facebook and Twitter. Good luck! Let us know if he says yes. We would love to see him.

**Hey, what's with the smell in the Café? (First week of July) Sometimes it just smells like raw sewage. Not appetizing at all.** We agree. Kind of a "rotten eggs" aroma. Fortunately for all of us, it doesn't happen too often. Through five years of trial and error, we have managed to isolate the source as a pipe line that periodically gets clogged that runs from the equipment (water heater) room in the rear of the Café to the storm drain (not sewer drain) under the side street. In the future, we should be able to get it cleaned out as quickly as possible, attaining faster relief for all of us. Thanks for your patience and understanding.

**How can I rent the Café for a personal activity?** As the years have gone by, more and more employees and Community Members have asked to use the Café for private events. [Click here to see the guidelines](#) and rental rates to use the Café for personal events.

**Who makes the awesome tuna fish and chicken salad in the deli area? I hear its good when somebody name Milo makes it. I believe that's the person's name. I'll have to try it sometime and I hope I'm not disappointed.** Thanks for the kind words. It's actually the same recipe regardless of who makes it, but Milo does add his own personal touch of service to the mix. ☺

**I had a problem with my breakfast burro and let you know, and you guys not only made me another one free, but you delivered it to me. Your customer service at the Café is awesome. Thank you again.** Thanks. We just try to treat people the way we'd want to be treated. Glad we could make it right – and quickly! ☺

**On pasta bar day, customer saw a bowl of brown noodles down low to the ground and uncovered, just sitting there (apparently around 10 am or so), and then saw the same noodles being served on the pasta bar.** Thank you. Food safety is a top priority and sometimes, despite our best efforts, we make mistakes. We appreciate you taking the time to tell us what you saw and discussed it with our staff as our daily safety training tip.

**I love the tortillas. Probably too much. And so I just have to ask – how many calories in a Round House tortilla?** We typed the recipe ingredients in the computer at <http://recipes.sparkpeople.com/recipe-calculator.asp> and were told our tortillas have 184.1 calories each. Hope this info helps. If you have the recipe ingredients and yield, this website will calculate nutritional information for you.

**The balsamic oil & vinegar dressing has too much oil in it. Less oil would be great. Also, the balsamic that used to be on top of the glass has been changed to some other red wine type of dressing. Can you put the balsamic you used to use back in the pour bottle?** Thanks for the feedback. Sometimes our suppliers substitute products on us and we have to put out what we have been given. Other times, our specifications change and products we used to get are no longer available. We'll check into this specific issue and hopefully be able to get your balsamic vinaigrette back to what you like. Thanks again for letting us know.

**I really enjoyed my Birthday Lunch. Net cost \$1.18 for a meatloaf sandwich. What a nice employee perk.** We give all employees (customers, actually), a free meal (up to \$6) on or near their birthday. Breakfast or lunch, but not both. Glad you enjoyed yours! ☺

**Café staff was grumbling behind the line during breakfast about staff shortage and employees leaving their stations. They just walked off and went somewhere else, even worked other areas. This led to Café customers grumbling, and changing lines because they couldn't get served after waiting too long.** Thank you for this feedback. We appreciate your comments regarding customer service and discussed them with the staff involved. We are always striving to improve our customer service skills.

**I think I've been to all of the Café Lunch & Learns. They are excellent. Dan and Paul give wonderful insights. The recipes, ideas and hands on training are fun. And on top of it all, we get to "eat what we learn to cook." The couscous salad from this past Friday's "Healthy Summer Sides" (which the Café is serving this week) was easy and delicious. Hope these continue. Looking forward to the next one.** Thanks for the kind words. They are held the last Friday of every quarter. Sign up on Breeze. Next session is scheduled for October 25<sup>th</sup> (Desserts) and we've scheduled a special "Holiday Appetizers" session for Friday Dec. 4<sup>th</sup>.

## **Kudos & Klouts (Customer Comments and/or Suggestions)**

- Hair in my biscuits and gravy this morning. No biggie, just wanted to let you know.
- I ordered eggs over medium and got eggs over hard. You need to teach the cooks how to do breakfast.
- I tried the yellow cake with whipped cream and almonds. So good. Delicious.
- We had two recent caterings. Both were delicious, chicken and pork loin. Great job to the cooks.
- We really appreciate your support with our department bake sales.
- Excellent & timely customer Service from Ms. Simmons helping me to place a catering order online. Thank you.
- Thanks for helping us with our Mentorship Program scavenger hunt
- My catering was not only late, but you forgot the beverages. Again! (We apologized and removed them from your bill.)
- Ice cream Sundae bar was delicious and fun. Should have more often.
- I got a fruit smoothie at Java City. It was too sweet, so I just threw it out.

## **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](mailto:Paul.Johnston@srpmic-nsn.gov)

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. © (Vol. 5.3; Aug 1, 2013)

