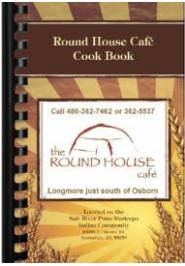




Round House Café Customer Feedback

Questions, Comments and Answers; Holidays 2013



ON SALE NOW: The Round House Café Cookbook!

“The Round House Café Cookbook” is here and on sale now in the Café just in time for the holidays, including more than 200 “Recipes of the Week” and bonus recipes, SRPMIC cultural information, and other fun food facts and tips. All Cookbook sales are being donated to the Salt River Community Children’s Foundation. [Click here or on the Cookbook](#) for details. See any Café cashier.

Will we ever have the GIANT Bronto Ribs again? They are so awesome. As a matter of fact, they will be served on Thurs Dec 12th at the 5th Annual Round House Café Customer Appreciation Employee Lunch – along with Shrimp Skewers and grilled to order New York Strip Steaks! [Details here.](#)

Does the Café sell Gift Certificates to give out as holiday gifts or employee rewards? YES YOU CAN! Just call the Café at 480-362-5537 or 5538 and they will arrange the printing of your certificates in whatever quantities and denominations you desire. You can pay with credit card or p-card when you place your order. Happy Holidays from the Round House Café! Besides the Café Cookbook, second best perfect holiday gift! ☺

I didn’t see recipes for the Café Red Beef and Green Pork Chili in the Cookbook. Thanks for noticing. Those are actually “award winning recipes”, as both Chef Ernesto Salcido and Chef David Nash won prizes for the Café chilies in this year’s Native American Days Chili Contest! If you would like to have these recipes, simply [send an email to Paul](#) and he will get them for you.

(Several Comments...) The line at the grill seems to be a little longer than usual lately. We have noticed the same and are taking steps to reduce them with increased training and additional staff at peak serving times. Please do not hesitate to let us know whenever the wait seems too long. Nobody likes to wait – and we do not like our customers to wait. Thanks for letting us know.

Why not try a customer “order ticket” at the grill to help speed things up? Thanks for the suggestion. That’s a good idea and we discussed it in our November Focus Group meeting. Watch for grill order tickets soon to help speed up the line – probably after the first of the year.

Ordered the fish tacos and they tried to give me lettuce instead of the cabbage it’s supposed to have. Please have the right ingredients as advertised for the items being served. Thanks for letting us know and we are sorry that happened. You also reported that the worker went back and got the right item after you pointed out the error. We’ll take a “do-better” slip on that. ☺

THANK YOU SO MUCH for the “what’s recyclable” Breeze presentation and new signs in the Café. Now all I have to do is look at the posters to know what goes in what barrel. Great idea... Thank you for the kind words. We worked with Community Development, the Landfill and Terry Porter at ECS (who made the signs for us) in completing that nearly year-long project. Customers who complete the e-training on Breeze will receive a coupon for three free cookies! So, help us “Stay Green” in the Café. ☺

I want to tell you that I love the fact the Café is so quick to correct mistakes and to “make things right.” Our number one goal is to try to make everyone happy via the age old adage, “Do unto others...”; that is, treat others the way you would want to be treated. It’s a very simple customer service rule to help keep customers both satisfied – and coming back.

Kudos & Klouts (Customer Comments and/or Suggestions)

- *(Several comments)* Thanks for the new fruit punch Powerade on the fountain drinks
- Cashier lines sometimes long – they should use that doorbell “panic” button more often
- Haven’t seen Posole in a while... *(It comes and goes in the menu cycle. Watch for it again soon!)*
- It would be nice if people could call down and order personal pizzas in advance instead of waiting *(call x5537 and try!)* ☺
- Thank you for the sugar free Jell-O and other flavors; sugar free pudding would be nice *(several such comments)*
- Please don’t pre-heat the fish tacos; cook to order; and don’t “pre-heat (on the) grill” the corn tortillas for fish tacos
- *(Several comments)* Chicken Tikka Masala or anything spicy w/curry (India food) – keep ‘em coming! Delicious!
- Your Asian food is very good – but please don’t do it three times in a week. Once a week is fine
- Can we have pretzel rolls for burgers at the grill? *(Sure. If not there, just ask.)*
- Lemons sliced for the morning have become hit or miss lately *(thanks for letting us know; we’ll do better).*
- Could we have meatballs and/or spaghetti ground beef sauce with the pasta bar?
- Fall overhaul meal was good – but your workers didn’t seem to know about the vegetarian option
- Visited Café at 1:30 pm and only thing available was a sandwich. Should have more options. Went offsite
- Have more grab n go salads with variety – Chinese/Asian salad;
- Suggest salad “recipe cards” to make a “Salad Idea of the Day” at the Salad Bar
- Best value ever in the Café is the loaded Nachos for just \$4.59
- The chocolate pudding I had tasted like the can...vs...the chocolate pudding always breaks my diet. Thanks for having.
- Everything at the Café is amazing – good selection, good price; staff is friendly and generally gives good service
- You guys could serve Oktoberfest type foods all year long if you want; they were fantastic; sausages were yum
- Turkey Burgers and Tater tots are excellent
- *(Three different comments)* “Like the contests; please keep them coming”
- Navy bean soup was too salty; many foods too salty; Macaroni and cheese is good any time!
- Thank you for putting out the Cinnamon at breakfast *(That was from customer feedback. Glad you like!)*
- Wanted to pass on that the staff did a great job with the turkey lunch today. My congrats to all of them!

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. 5.7; Holidays, 2013)

