



# Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts February 1, 2014

**Went down to buy grits this morning. Observed the stream of liquid from the ladle. I couldn't even call it "Grits soup" – it was more like a "grits drink." Couldn't buy it.** Thanks for letting us know. The hot cereals can sometimes be a bit runny at the beginning of the day (7 am), but they usually thicken as the morning wears on. But you didn't go down until almost 9 am. We'll check into it and definitely take a "do better" slip.

**Thank you for doing the puzzle challenge. It was fun....And...The puzzle challenge is a great event. I'd participate with or without the incentives...AND...You could probably hold a quarterly puzzle challenge if you wanted to and get the same level of participation...** Thank all of you for your kind words and feedback about the puzzle challenge. We'll try to protect its novelty by keeping it an annual event. And a special thanks to WellPath for rewarding all participants with 15 WellPath points. A "great team effort" by all.

**I'm tired of having to check my receipts all the time. The pricing on specials gets confusing. My friend and I were charged two different prices for the BBQ. And it was expensive. You guys are never consistent. I'm done eating in the Café.** Thanks for the feedback. No doubt about it, we do make mistakes, but we always try to make it right. In this case, we offered to buy your lunch for you with a complete refund on the spot – but you refused. We're always sad to see a customer choose to leave us. Hope you'll eventually give us another chance.

**The Café BBQ Pit was really, really delicious – but it was pretty expensive for the Café. I hope you have it again, but is there anything you can do about the price?** We heard from several customers with very similar comments – the BBQ was delicious, but too expensive. And combo pricing was confusing. So, we will be serving BBQ again on Wednesday February 19<sup>th</sup>. And we've adjusted the pricing to be more Café friendly with an eye toward eliminating confusion. Glad you liked it, and we've softened the blow for next time.

**Does the Café ever print any articles in the (Au Authm) newspaper...or make other information available to Community Members such as dietary/nutritional information?** The Café partners with Au Authm News whenever possible on a variety of events. At one point, we had an article called "Ask the Chef" where we answered questions. We appreciate all articles the paper can publish about the Café. Nutritional information is published to all Community Members in the daily announcements. There is a link to the ARAMARK Café website, which features nutritional information. Traditionally, dietary and nutritional training is published and shared through Health & Human Services and/or Senior Services. The Café is happy to partner with any department in sharing information with Community Members and does the most work with WellPath. Our two-session "Cooking for Diabetics" Lunch & Learn was recorded by IT and is available for viewing in their archives.

**Thank you to the (grill) cook Mike (Chappy) for great customer service. I appreciate it because I am picky about my food and he always makes it perfect.** Thank you for the kind words. We will be sure to pass them on to Michael.

**Continue to see Round House staff "snacking" at their work stations...and storing drink in the food prep area. This reflects poorly on the staff and is unsanitary as well.** Thanks for the feedback. We removed the energy drink and counseled the staff involved. We also addressed the inappropriateness of eating "on the line" in our pre-service meeting. There should be no drinks in the food prep areas. Thanks again for letting us know.

**How does the Round House fill vacant positions, and are there any now?** Thanks for asking. The Café works closely with our SRPMIC Human Resources department, searching for trained, qualified Community Members, especially for skilled positions such as tortilla maker, grill cook, catering, and/or chefs. Currently 9 of 11 hourly workers are either Community Members or part of Community Member families (i.e., spouses, siblings or other relations). If HR does not have qualified candidates, we seek to fill positions through word of mouth and, if necessary, through advertising. The Café tries wherever possible to put Community Members to work and is an almost daily supporter/user of our HR department's Community Day Labor Program. There are no current vacancies at the Café. Anyone interested should apply either directly to the Café, or through our SRPMIC HR Department. Thanks again for asking.

**The Round House selection is great, the food is fabulous, and the prices are reasonable. There are healthy choices and the portions are just right. The staff does a great job of promoting their business with prizes, special events, various ethnic foods, and so forth. It's a great place for lunch!** Thank you for the generous praise. We surely appreciate it and are glad you like the foods and services offered by the Round House.

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

- When will you be having Posole again? It is delicious. Please give complements to the chef. Looking forward to it again soon
- Love Café quarterly Lunch & Learn cooking classes. Valentine's Dinner for two was wonderful. Chocolate covered strawberries
- Black bean soup was excellent – good flavor, filling. Hope you have it again
- Vegetable beef soup was delicious – had to add salt, but I would rather add it -- because you can't take it away
- The pork schnitzel was a little dry, but had excellent flavor. The beer gravy extra good
- Wait seemed a little long at the register today; was sixth in line, and whoever was first was having a problem
- The bread on my sandwich today was moldy...just wanted you to know (we gave credits to those who reported the problem)
- Used to be fruit frequency cards. Will that ever come back? (Stay tuned. Maybe this summer as a nice "chiller")
- Thanks for your daily email – I get hungry just reading it and looking at the pictures
- The croissant buns at the grill today seemed stale...
- There was a long (3 to 5 minute) wait at the pitted beef station today...nobody seemed to be manning it...
- The Café staff did a wonderful job helping us at our weekend event. Thank you...
- Took the Breeze (recycle) training and got my cookie coupon. Thanks...
- You ran out of coffee, but I was still charged full price for a half cup. Thanks for giving me \$1 back. I appreciate it.
- Seems like every time I try Café something goes wrong...but you always make it right. Wish it was "right" the first time...

## **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)

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