



Round House Café Customer Feedback

Questions, Comments and Answers

Can we get more caffeine free options for fountain soda? Thanks for asking. Our only caffeine free option on the soda machine itself is Sobe Lean. We took this away after about six months after we opened, but it was quickly brought back by popular demand. In response to a similar request for more diet caffeine-free options, we last year added diet Sierra Mist. We kept it for six months and did not even go through one bag of syrup and had to throw out the “back up” bag because it went out of date. In other words, there was little demand for the caffeine free soda. Unfortunately, we have no place on the fountain machine to add a second caffeine free choice at this time; however times and tastes change, so stay tuned. We also offer sugar free lemonade on tap in the containers near the iced tea. Sorry we can't accommodate, but hope this information helps.

Can the Café be used for evening and weekend events such as weddings, anniversaries, family reunions or birthday parties? YES IT CAN! Many people have already used the Café to hold their family activities. If you use ARAMARK to provide the catering, there is usually no cost. If you have no food, are bringing your own, or using another caterer, there is a fee. We only ask that you return the Café seating area to its regular arrangement, and we provide a “floor map” of how to do that. You can call the Café at 480-362-5538 for details and speak with Dan Barolli or Danielle Simmons. Click this link to see the [rental fee schedule](#) for the Café. We also have pipe & draping to add privacy for daytime departmental events.

Update on the leaking 32 oz cups: The manufacturer of the leaking 32 oz. cups is Solo and their team is working on it. Stay tuned, and thanks for your continued patience while this issue is resolved.

The website information says salads and sandwiches can be purchased until 2:30 pm. I went down at 2:20 pm and everything was gone or put away. If it says 2:30, then they should be available until 2:30 You are right, and thanks for letting us know. On the day you reported this to us, our Grab n Go display cooler stopped working and service was called. We apologize for the inconvenience. In the future, please include your name and contact info when you submit your feedback – we would have given you a coupon for a future purchase – or maybe even made you sandwich and brought it to you. Again, thanks for the feedback, and we apologize for the issue.

It seems like I see employees from certain departments in the Café eating all the time. Doesn't anybody ever work around here? Yes, and most of us work very hard. ☺ Every employee works different hours with varying break times and lunch times. For instance, many of the hard working employees from Public Works start as early as 4 or 5 am – and so their lunch time is from 9 am to 10 am. And we appreciate both their hard work, and their continued patronage of the Café. Everybody keep up the good work! ☺

Ever going to do the 500 calorie pastas again? I really liked those. The one I'm thinking of had shrimp and vegetables. You are describing the Shrimp Cavatappi. The original 500 calorie pasta dishes we served were part of the ongoing ARAMARK seasonal offerings. They were so popular, we continue to serve some of them today, and just recently served the Shrimp dish again. Thanks for asking, and glad you like them. We have two weeks scheduled in the middle of June! Watch for them!

I just wanted to send a quick note to say thank you and to apologize for my last minute phone calls (for a catering order) during the lunch hour today. We have a very small window of time to work with and last minutes changes are unavoidable when it comes to the overall (meeting) process. I send my appreciation for your assistance and understanding. Thanks for using the Café to meet your catering needs – last minute or planned. We appreciate your support.

Yesterday I had the beef chili stew...and found something foreign in it. Can't tell what it is, it's straw-like and curvy, ugh..not gross but don't know how to explain it. Definitely not part of the recipe I'm thinking FYI. Thanks for letting us know. It turned out to be a stem from one of the red chiles. Thanks for your understanding that these things sometimes happen despite our best efforts.

Is the Café hiring at this time? We are always accepting applications. Complete an ARAMARK employee application through the SRPMIC HR department.) ARAMARK observes the Community's hiring preference selection and process. Currently 8 of 10 staff are either Community Members or married to one.

Do you have the nutritional info on the Bronto ribs? Yes – but they are certainly not keeping with the spirit of our WellPath initiative. But they sure are delicious. Glad you like them, thanks for asking, and here you go: Giant BBQ'd Beef Ribs 20 Oz (1 serving) calories: 2,264; fat: 206g; carbs: 10g; protein: 86g. **And boy do they taste good!**

Kudos & Clouts (Customer Comments and/or Suggestions)

- The green bean side dish you served with the Pork Chops was delicious. Can I get the recipe? (We sent it to you! ☺)
- The quality of the tortillas has become inconsistent; sometimes doughy; sometimes dry; and they sometimes fall apart
- The (hamburger and vegetable) soup was great today.
- How much is a ½ sandwich and cup of soup? (\$3.99)
- You are out of the large plastic fruit cups (Sorry about that – the case delivered was deformed and we were out for awhile).
- Thanks for bringing back the ice cream. I bought some for my staff as an afternoon meeting snack.
- Can I get the recipe for the Tangy Asian Slaw? (Yes – we sent it to you. Thanks and glad you like it).
 - To request a specific recipe or nutrient info, Ask Chef Dan at 480-362-5538
- Still doing birthday meals? (Yes, up to \$6 off breakfast OR lunch on/near your birthday. Show ID to participate).
- Will there be a contest for the NBA finals? (We will have our 2nd annual Free Throw Contest this month).
- Where can I get the tortilla recipe? (All past recipes [can be found here](#). The tortilla recipe [is at this link](#)).
- The bacon was really good today – a little thicker than usual (Good eye – we were out and used a sub product!)

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

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