



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts April 2013

JUST ABOUT EVERYTHING in the Café is now recyclable and can go in the Blue Bins

PREFERRED: When ordering, say "That's for here, please!" and Café staff will put your order on our melamine plates. Then choose the stainless steel flatware. Every person using regular plates and stainless flatware saves the Community about \$.25 in disposable costs. And at 400 meals per day, those savings add up in a hurry. So remember to **GO GREEN!**

WHAT IS TRASH?: Napkins (soiled or not), straws, stirrers, toothpicks, cellophane wrappers; condiment and dressing packets; "board-type" carryout boxes; sugar packets (too small). **RECYCLABLE:** plastic knives, forks, spoons; soda, salad and soup cups w/lids; clear plastic carryout food containers; coffee cups and lids; deli sandwich "boats"; pizza boxes; Solo condiment cups & lids.

I had a nice experience in the Café today. I requested some eggs (after closing) and the new cook went out of his way to make me some. I really appreciate that, as unbeknown to him, I had a medical test for my pregnancy, and eggs was my only option for food. Unfortunately I do not know his name, but little things like that do make a happier day. Thanks for your kind words and we passed them on to our Grill Chef, David Tyree. Glad he was able to help. ☺

Asked for an extra Carne Asada Taco at the outdoor BBQ and the worker told me "no." I thought you guys were selling food? Thanks for letting us know and you have our apologies. We have instructed the Café ARAMARK staff to do what they can to accommodate customer requests, especially if it involves selling more food! We do apologize for the misunderstanding.

(Several people wrote to tell us that) The Honey Mustard Chicken Salad today was delicious. A great healthy lunch. Please have it again. Suggest you offer breaded and non-breaded chicken as an option. Thank you. Glad you liked it. The salad will be offered about every four weeks in the regular menu cycle.

A few of us got some breakfast burros and all but one was made correctly. When we told the worker, they just said "oh" and gave us the wrong burro anyway. They were also wrapped badly and none of them were marked so we didn't know what was what. The worker who waited on us is always rude. After spending over \$20 in your café we expect better service. I know you're busy but that should be no excuse. I hope this does not happen again, I really love the convenience and food. Thanks for letting us know. We discuss customer service daily, and on this particular point, also did some further training on how to wrap a breakfast burrito. We appreciate the feedback.

What do you guys do with the leftover scraps of food every day? Could I pick them up and use them in my garden; or what about starting a compost pile? Thank you for asking. We discussed your suggestions with a variety of interested parties, including Public Works facilities/maintenance, EPNR's Solid Waste Advisory Committee, ARAMARK, and SRPMIC Health Inspector Michael Campbell. It was mutually agreed that starting a compost pile would not be a good idea for a variety of reasons including smells, flies, responsibility for stirring and/or maintaining it and, frankly, where to put it that would be convenient to people that wanted to get some compost and yet "out of the way" of normal Café and Two Waters operations. As to having somebody pick up scraps, 3 points were made. First, what if whoever wanted it didn't pick it up; and, secondly, what if somebody else decided they wanted some scraps? How would we choose? And finally, the Café only generates about 5 gallons of solid "food scrap" production waste per day. Hope this information helps explain why we can't do it. ☺

About two weeks ago, I went to pay for my food and realized I forgot my wallet at home. The cashier (Stephen) just told me to come back tomorrow and pay. I unfortunately came back at a different time and was unable to thank him again. I appreciate the flexibility of the Round House Café to assist in my hunger quest despite my lack of funds! Always glad to help. Thanks for letting us know of your good experience – and we thanked Stephen for you. ☺

(Several people wrote to tell us that) the Steak House Chop Salad WAS FANTASTIC TODAY! The description said "Bleu cheese" and there wasn't any; but the man went back and got some. Good food, good service. Thanks...it was really good. I hope you have it again – I could eat that EVERY DAY! Thanks to everyone for the kind words. Glad you liked and, yes, we'll have it again!

Could you add Caffeine-Free Diet Pepsi to the Soda Fountain? Thanks for the request. We will check out its availability and see what we can do. We note that Sugar-Free lemonade appears to be the only Caffeine-Free option at the Gathering Well. So, stay tuned!

Kudos & Klouts (Customer Comments and/or Suggestions)

- Multi-grain pancakes this morning were not cooked and mushy in the middle
- Grilled Fish hard as a rock; co-worker had fried fish – not good at all
- Chorizo sausage has been really good lately
- I asked your worker for a sample of the corned beef and they said no. A real turn off. (We addressed with employee)
- Navy Bean soup today was EXCELLENT
- Saw one of the Café staff "popping" food in their mouths on the line when they thought nobody was looking. Gross...
- Thanks for the puzzles. Nice distraction. Got anymore? (Stay tuned!)
- Charged for full Angus burger instead of the Jr. Burger. Can you refund the difference? (Of course!)
- Mexican foods you serve are always good. Have more often.
- Workers need to clean as they go; the serving area gets dirty as the lunch hour wears on; drips and spills on counters
- I ordered last minute catering and the Café took care of me, as always. Danielle rocks! Thank you.
- Please market your healthy items better and make nutritional information more readily available
- Have brown rice whenever you have white rice; much healthier
- Oatmeal has been REALLY SOUPY in the morning; (we noticed too, took your advice, and fixed it)
- The Red Posole had no flavor today at all
- Steak & Eggs combo – steak rare and tortilla was chewy. Had to pitch it (We gave you a coupon for a future visit)
- Thank you for another Café donation to the annual School Wellness Night. The Poshol and Salad were very well received.

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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