



# Round House Café Customer Feedback

## Questions, Comments and Answers

**Does the Café offer a low-carb plate?** Thanks for asking. The answer is “not specifically”, but if you ask either the deli or grill folks for specific items, they will be more than happy to make one up. For instance, at the deli you could get a scoop of tuna salad on shredded lettuce with a couple of tomato slices and cucumbers and a slice of cheese; at the grill, ask for a double junior cheeseburger without the bun on shredded lettuce and diced tomatoes. Add a spoonful of cottage cheese to either. The cashiers will be fair, and you will have your low-carb plate. Hope this info helps.

**Last week I got an Indian Taco and the hamburger was TOO salty and my popover was burned. I still ate it because I was hungry.** Our apologies for your poor experience. Always be sure to let somebody in the Café know so we can get you a refund or offer you a rebate on a future visit. Thanks for letting us know.

**The Café gave away a lot of stuff in June. Must be nice to have deep pockets.** The Café uses its budgeted funds to improve employee morale. The amount of money the Community spends to operate the Café continues to drop on a monthly basis because of increased customer counts – and the customers keep coming and increasing because of the good food, good service AND the promotions. Our statistics show that when we run these events, sales increase 35% to 45% over a non-event week. So have fun – maybe you’ll win! ☺

**4 or 5 of us came over from PW this morning and one of your staff was really abrupt and rude to us. Maybe it was because I asked for fresh eggs in my burro instead of the pre-made ones, or maybe they was just having a bad day, but they were unusually grumpy. Just wanted you to know.** Thanks for letting us know. We talk with the staff daily about giving good customer service which includes treating all of our customers with respect and service with a smile. Thanks again.

**I love the yummy breakfast burros, but feel guilty because I’m trying to lose weight. Just curious – what is the nutritional info in a typical Café breakfast burro?** You will probably be sorry you asked. Here is a “best guess” composite from ARAMARK as reviewed by SRPMIC WellPath Coordinator Andy Weiler: Calories 1250; Total Fat 74.8 g; Cholesterol 130.6 mg; Sodium 2,319 mg; Total Carb 95.8 g; Protein 47 g; And a whole bunch of great vitamins! Lots of calories – but what a way to go! ☺

**I had the artichoke and feta salad today and it was yummy. Do you have the recipe?** Glad you liked it. Chef Laron creates the upscale side salads at the center island. Here are the ingredients used in the artichoke salad. Artichoke hearts, green onions, hard boiled eggs, Feta cheese, white vinegar, olive oil, kosher salt. Hope this helps, thanks again!

**I was disappointed with my breakfast burro because the potatoes were a grayish/black color. It wasn't just a small amount of potatoes, it was ¾ of them. It looks as if they were peeled and sat out for a considerable amount of time...They weren't burned, but they had that nasty color to them. And due to the amount of grease, I couldn't tell if it was just grease or slime. It was totally disgusting and I ended up throwing the burrito away.** Thank you for your feedback! The potatoes used are actually purchased pre-cut similar to what you might find at the supermarket. You may have unfortunately got one that had some natural discoloration as found in potatoes occasionally. Our apologies. The potatoes are put out fresh every day and we use over 120 pounds per week, receiving them twice weekly. The eggs and potatoes are cooked with butter, and most people like the flavor, although sometimes the extra butter creates extra grease inside the wrapped Burros. We offered you a refund on your purchase. Thanks again for letting us know.

**I would love to try the Round House Café, I've heard good things. But I can't find a map or anything on-line.** Thanks for asking. We sent you a map via email at your request. The good news is, we are working on Café website that will be accessible to ALL internet users, with contact info, maps, nutritional info, contests, events, menus, etc. STAY TUNED! ☺

**I was wondering why Salmon was taken off the menu? I ate it just about every day and miss it.** Thanks for asking. The Café Focus Group received feedback from other customers asking for a variety in the daily fish served at the grill. So we have begun offering a “weekly” sea food variety, including one week of Salmon, Tilapia, etc. We average about three servings of seafood a day at the grill, regardless of what kind it is.

**I just want to tell you what a great job you're doing with the Café...even though you receive negative comments from time to time. Please thank your staff for all of their hard work. It seems that each of them knows what to do and they do it with a smile. We appreciate you. THANK YOU!** Thanks for the kind words. We appreciate all of our customers and all of the feedback

**I like the RHC salsa and glad to see we can now buy it to take home. I also appreciate the other items like the ham/cheese/crax and HB Eggs. Thanks for the great grab n go offerings.** Thanks for the kind words. We try to offer something for everybody.

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

- I needed a copy of a receipt after the fact and you were able to get it for me. Thanks.
- How often is the Kamal cleaned? Getting lots of black specs on the burros (We're getting a new one soon. Thanks)
- Can we go back to the Coffee Mate creamer in the break rooms? Can't use half n half – lactose intolerant. (Will carry both)
- I heard the Café has room dividers now, is that right? (Yes, the Café has privacy pipe and draping available for meetings)
- You should put straw out at the condiment rack in the middle of the Café (good idea – thanks)
- Are we supposed to get stamps on our drink cards for Lattes and Espressos? (Sorry, no – only coffee and fountain drinks)
- I totally forgot about summer hours and went to the café at 1:45; I was at the deli counter and asked for a turkey sandwich. Cynthia made it without any complaints. THANK YOU! ☺

### **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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