



Round House Café Customer Feedback

Questions, Comments and Answers as of November 1, 2012

Where's my new Kindle Fire? I didn't win again! But, I sure do appreciate all of the contests. Thank you for keeping the Café fun for everyone. And... Thanks a lot (for the pumpkin contest). My family had fun carving the pumpkins! It was great! And... Please note the three schools on the reservation are unable to attend your events or go to lunch (at the Café). It would be nice to include the education department in some contests or for them to be acknowledged. Thank you all for the feedback. When we have Café activities and contests, sales go up, and the cost of operating the Café goes down. All of the events held in the Café are designed as "Customer Appreciation" activities – that is, we thank those people that are able to come and join us for Breakfast and Lunch by rewarding their patronage with chances to win prizes. We are very aware that not everyone is able to come to the Café to purchase food or participate in the contests. Besides most daytime Education employees, there are off-shift employees in Public Works, Police, Fire, etc. that are unable to attend. For those folks, we periodically offer contests and opportunities where they can enter by email, and some people did submit guesses via email for the Halloween basket. This will happen again during our Holiday Customer Appreciation event in December. Stay tuned. Thanks again for all of the feedback. ☺

How I sure wish the café was open 24/7. I sure miss breakfast and lunch there!!! And we miss you since you moved to midnights! Glad the food is good enough that you miss it and that you can stay awake long enough to send us an email! ☺ Stop in for breakfast on your way home some morning.

Your staff looked great for Halloween. The whole Café was very festive! Thank you. They all looked so good, we gave the top two costumes prizes for their efforts. Monica and David won movie tickets and a Honey Baked Ham respectively. ☺

I was skeptical when I saw "Chicken Tikka Masala" on today's menu, but you all hit a home run! I would be lying if I said I was a world-wide connoisseur of that particular dish, but you exceeded my expectations 10x. Delicious! The only thing that would have made it better was a side of traditional samosa. Glad you liked it. We've served it about four times now and people seem to enjoy it. Today's batch was a little extra spicy. Nice and "warm" for the fall. ☺



If my lunch from home ever needs a little something, I can always find a nice side at Round House to go with it. This is a good selling point that I hope people consider. Today, I brought in roast beef and then I got home made potato chips there and they were great. Staff is always nice too. Thanks for the observation and the kind words. Appreciate the support.

Is it possible to get more 'GREEN' Monster Energy drinks in our (ECS) office vending machine instead of Monster 'Zero' drinks? They are not as effective as the Green ones. Currently, Green Monster drinks are only available in the Café, but it closes at 1:30 or 2 pm. Thanks. We referred your suggestion to Nelson Richardson at East Valley Superior Vending and he made the switch. Hope it works out for you.

I had some lumpy Cream of Wheat and let you know and you sent me a smoothie to make up for it, as I explained I was on a liquid diet and was still hungry. It was such an unexpected surprise, and I truly appreciated it as I really needed something to keep me going today (first day back at work and not feeling great...) It did just the trick. Sorry for the bad Cream of Wheat – and glad we could find a good way to make it up to you. Thanks for your understanding.

Regarding Department Fund Raisers:

Thank you for the great food and congratulations to you and your team on organizing a great lunch. Our staff were so happy with the food – especially the hamburgers! And... **A huge thanks to the Café for working with us this year in raising funds for the Domestic Violence Women's Support Group. The Round House raised over \$400. It has been a very successful collaboration between the Round House and HHS to raise domestic violence awareness as well as funds for the victims support group. We are so thankful for your help...in working with us on Purple Ribbon Mondays. The funds will be provided to the Women's Support Group for their activities.** And... **The HHS Baked Goods and Food Sale (hamburgers and hot dogs) was a huge success! Thank you for all of your support, especially the timely marketing emails!** You are all welcome. We love to support all of the departments in whatever way we can. Thanks for the opportunity to serve.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Found a thick piece of what looks like white rope (butcher's twine?) in my salad bar salad. Hurt when I bit it. Just wanted you to know.
- Yvonne makes the best chumuth and she is always nice and smiling
- Seems like every morning I come down there aren't any stainless steel knives
- I just wanted to let you know that the Café staff is always so friendly. Please tell them thank you for us.
- I tried the Chayote yesterday. Never had it before. Thought it was scalloped potatoes. Very good
- The stuffed pork with Chorizo was excellent
- I've had the Poshol every time you serve it and now look for it on the menu. Excellent.
- Saba not like my family makes – but still very good
- I see the slide for the Turkey Shoot in the Café and can't wait. Looks like fun.
 - [Go to this link](#) (AT HOME, NOT AT WORK) to practice for our Thurs 11/15 Turkey Shoot
 - Or copy and paste this link into your browser – <http://www.southbank-design.co.uk/turkeyshoot/index.htm>

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. 4.6, November 2012)

