



# Round House Café Customer Feedback

Questions, Comments and Answers

Call 480-362-7462 or 362-5537



Longmore just south of Osborn

**What is the process to get gift certificates as employee incentives or holiday gifts from the Round House Café?** Thanks for asking. You can contact Dan Barolli or Danielle Simmons from ARAMARK who are both in our Outlook address book; or me at [paul.johnston@srpmic-nsn.gov](mailto:paul.johnston@srpmic-nsn.gov); or the Café at x5537 or x5538. Any of us will be glad to assist you in getting the Café gift certificates you need for staff, friends and/or family for the holidays.

**I have found that ordering tortillas from the Café is difficult, so I've been getting them from other sources. Why is it so hard?** Thanks for the feedback. We are sorry you are having difficulty ordering tortillas. We take orders for dozens of tortillas every day and sometimes (as the day wears on), we simply reach our limit and can't handle any more. The best advice we can give is to order early in the day and, for best service, pay in advance with a credit card. Call 480-362-5537 to place your tortilla order. And remember, the Café closes at 2 pm. If you miss the 2 pm cutoff, call 480-362-5537 and try to arrange for a late pick up.

**Café prices are too high, especially the salad bar. I can get Olive Garden all you can eat Soup and Salad for \$6.95...** You are correct that the "all you can eat" salad (and soup) at Olive Garden is \$6.95 until 4 pm – plus gasoline, time/travel, hassle, waiting to get seated, wear and tear on the car, tax, tip and time/travel to return. And for that price, the Olive Garden salad is restricted to what they give you – greens, tomatoes, croutons, red onions, parmesan cheese and one choice of dressing. Additionally, there is no protein – eggs, ham, chicken, cottage cheese, etc., and a lot less variety in general. One way to save money at our salad bar is to put your dressing in one of the plastic cup containers on the side. A side of salad dressing in a cup is only \$.50 – vs. \$.35 per ounce if you put it right on the salad. We also suggest using one of the melamine plates for "dining in" – as opposed to the "to go" container with a lid. People just don't seem to take as much on the exposed plate, and so spend less.

**Some employees' personal appearance, behavior and/or language are sometimes nasty and inappropriate** We appreciate the feedback and apologize. We periodically hear of specific examples as described here and address them individually with the staff involved as incidents occur. It is never our intent to be rude or offend in any way. We appreciate those that bring these items to our attention and always strive to improve. Thanks again.

**I told the cashier I missed my birthday and showed her my ID, but was still charged full price. Did that change, or are we still supposed to get a free birthday meal?** Thanks for letting us know. Yes, the Café offers a free birthday meal (one per customer) up to \$6 on or near the actual birthday. We allow up to a week or so either side, as some people take their birthday off, or it falls on a holiday or a weekend. We apologize for the misunderstanding.

**Today was the second time I opened a bottle of Diet Coke from the refrigerators in the RHC (by the cashier) and the drink was partially frozen. When it's opened, the ice causes the soda to fizz up and out of the bottle, creating quite a mess.** Thanks for letting us know. We have adjusted the storage cooler temperature. When the outside temp drops from summer to winter averages, inside storage temps need to be adjusted. Again, thanks for the feedback.

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

- Could you offer half-sized Frybread tacos? The large ones are just too big
- You guys keep running out of low fat milk. Obviously, you need to order more
- The music is always too loud...can't carry on a conversation (vs....)
- You guys turned the music down and now I can hardly hear it. What gives?
- There aren't enough food options...we need different menu choices (vs...)
- I really enjoy the variety of menu selection. You always seem to have lots of good choices
- You should bring in McDonald's, Subway, DQ, Orange Julius, Sbaro's Pizza, Panda, Hot Topic, etc., for variety
- It's always better when you have two cashier lines open...no waiting...
- I really love the...Java City Coffee...Calzones...and soups
- Some of the food looks like it's either not fresh or (sometimes) made yesterday
- Everyone at the Café is doing a great job...friendly service
- Found a hair in my stuffed pizza today...at that point I was finished eating...
- (4 different comments...) Love the salad bar
- I come from the schools and the parking was good for awhile, but the spaces seem to be full again
- Brownies are too thick and cake-like...need to be softer and chewier...
- Council enjoyed the red chili rib meal last night; many compliments were received on how good it was...
- Could you have the Huevos Rancheros as one of the numbered daily specials instead of just once in awhile?
- My omelet was overcooked and brown...like a pancake...
- You have a nice selection of healthier choices
- The chili is always too thick...vs...the chili was too watery today...
- The home made potato chips at the deli are OUTSTANDING...
- What about a free lunch for 5-year, 10-year, etc., anniversary employees?
- I usually enjoy the donuts and pastries, but my last few seem to have been stale...and getting worse
- Need to have Italian and Mexican menus more often...they are both very good
- There was no wheat today in the (beans and wheat) Poshol
- The Chicken Noodle soup hasn't been very hot lately (thanks for letting us know; we adjusted the warmer)
- Could we have extra virgin Olive Oil at the salad bar in addition to the vegetable oil?

## **To submit your feedback...**

1. You can fill out a 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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