



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts February 2013

Thank you for the unexpected Café Coupons at the annual employee recognition luncheon. One dollar for every year of service! I am grateful for the \$25 to spend in the Café and will share it with my friends. Thanks again. THANK YOU ALL for the combined decades of service to the Community. We give credit to our Café Focus Group for coming up with the idea of the Café rewarding our employees with these recognition coupons. Human Resources distributed \$2475 worth of Café coupons for 2,475 years of combined years of service to the Community by employees recognized at the luncheon. Keep up the good work!

How much does it cost to rent and/or use the Café? The fee depends on the event, circumstances, day of week, time of day and a variety of other factors, and can be anywhere from ZERO to \$100. [Click this link](#) to see the rental fee chart for the Café. For specific questions, please contact SRPMIC Food Service Manager Paul Johnston at 480-362-7462; or ARAMARK at 480-362-5537.

I think I was overcharged at breakfast. Thank you. We checked your facts and YES you were overcharged. We apologized, and issued you a refund and a credit for a future visit. ALWAYS let us know if there is problem. We can't fix it if we don't know about it. As you read below, you will see many customers took the time to let us know this month. We are grateful for all feedback. Thanks again!

Thank you to the kind person who paid for my soda drink this morning, what a pleasant surprise. We have great customers and I will pass on the kindness to another. The best kindnesses of the human souls are those extended in secret. We do have great employees, Community Members and Café customers. Thanks for sharing – and for “paying it forward.” ☺

Next week's online menu not updated yet (it was Thursday). Thanks for letting us know. Some weeks we get to the online menu faster than others, but we try to keep it updated three to four weeks in advance. Glad to know it's being used. ☺

The café has a wonderful selection, is very well organized and I like the display of the daily specials before you walk in; it is great, inexpensive advertising; much better than the cafeteria where I just came from. The salad and fruit bars are wonderful. Thank you for the kind words, especially coming from a new employee with a recent point of reference. Glad you like it. ☺

Why is the nutritional information available on some items (menu specials) and not for others? I really appreciate knowing the nutritional info in advance as it helps me decide what to eat. Thanks for the feedback. ARAMARK has an extensive on-line recipe collection available to each of its managers and chefs. Most of the recipes served in the Café are from this recipe data base. When we use those recipes, we are able to provide the nutritional information, which is usually available by clicking on a link in the daily email or the on-line menu. Unfortunately, that nutritional data has not been fully compiled for all of the local recipes. But we try to make as much nutritional info available as possible, and are slowly working towards compiling the information for our recipes developed here in the Café. If you ever have a specific question, [let us know](#) and we'll try to get it to you as quickly as possible. Hope this info helps.

Is there an on-line community board here at work, other than the cork boards around the campus? Electronically, announcements are on the “Connections” home page as posted by departments. There are also scrolling announcements and calendars posted on the “TV screens” in the Café, Community Relations, and in the Bldg A and B lobbies. Per policy, all of these electronic announcements require approval before posting and are coordinated through the Community Relations department. As to printed announcements, the only place folks can post ads, flyers, etc., are the cork boards you see around campus. There is one in the Café just outside the Sun Room for such advertising. These printed postings are also regulated by Two Waters Administrative policy. Hope this info helps.

Tried your recipe for Marinara Sauce. All I could taste was salt. Had to throw it out! Well that's because we had a “1/4 Cup of Salt” in a small home-batch recipe. Yecch! Apparently, we forgot to adjust that particular quantity. We have since made the adjustment and issued you a coupon for a future Café visit. Thanks for trying the recipe – and thanks for letting us know of the mistake!

Thanks for all of the organization and effort you provide in putting on the Puzzle Challenge and all of the events and contests in the Café. It's just plain fun. We are lucky to have such activities in the work place. I've worked other places where we never got to do anything. You are welcome. 122 employees on 33 teams competed, 13 more than last year. Hopefully, we'll do it again next year!

Kudos & Klouts (Customer Comments and/or Suggestions)

- The scoop of Tuna for \$1.99 was really small. (Wrong size scoop! Training issue. Fixed. Thanks for letting us know)
- Links in Café email were not working. (There were some issues with accessing pdf files – but IT corrected. Thanks IT!)
- Found a hair in my special today (Sorry about that – and we gave you a credit. Thanks for letting us know).
- Love the ZOCA Mexican Rice Bowls. They're amazing. I'll be back for more.
- Deli sign says “small salad/soup combo”, but you don't make the small salads to go anymore (We'll check it out).
- Like that you're not having the ZOCA and other specials “every day” for a whole week. Once in awhile is better.
- Just wanted you to know I found \$10 in the Café and turned it in to the cashiers. (Thanks for being honest!)
- Still doing free birthday meals to \$6? Mine was last week... (Yes, let cashiers know. We go about 1 week either side)
- My hot dogs the last two days were cold in the middle. Please have the grill cooks heat them through.
- A recipe for Risotto Rice please? (We sent you [to this link](#).)
- Chicken Cavatappi recipe please? (We emailed it to you. It can also be found online [at this link](#)).
- What about a salsa bar with chips? (We'll look into it).
- Chicken in Buffalo Chicken Salad was still pink (We apologized and gave you a coupon for a future visit).
- Breakfast burro was really small – like half size, but still full price. (Addressed with staff; gave you a credit. Thanks.)

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. 4.9, February 2013)

