



# Cafeteria Feedback

## Questions & Answers

**We understand there is a community manager's directive that all catering purchased by the community government be ordered through the Cafeteria. What type of service and menus will be offered?** -- The cafeteria can provide any type of catering that you may need – from simple box lunches for small groups, to elegant fine dining or picnics for thousands. And yes – they deliver! Meredith McComish is the ARAMARK Catering Manager and she can be reached at 480-362-5538, or at [Mccomish-meredith@aramark.com](mailto:Mccomish-meredith@aramark.com). She will be glad to answer all your catering questions. The on-line price lists are almost complete, and printed catering menus will be available within a couple of weeks. Additionally, if you order a lot of catering, you may benefit from the ARAMARK Catering Fair which will be announced shortly.

**Will we be able to call, fax in lunch orders?** -- We have been running approximately 1,000 transactions per day. And not everybody has been here yet. Based solely on that high volume, it would be very problematic for the cafeteria to accept individual "call ahead", fax, or e-mail orders. So, no, unfortunately, we just won't be able to accept advance orders.

**What are the possibilities that we could have our meal purchases deducted from our paychecks?** – Unfortunately, there are IT, privacy and security issues involving permissions, etc., that would prevent us from doing that. Additionally, experience shows that where such systems have been used at other companies, cafeteria sales actually decrease because employees get their paychecks, look at the cafeteria deduction, and say to themselves "HOLY COW, I didn't know I was spending THAT much in the cafeteria!" **Of course, we do accept credit and debit cards.** ☺

**Two thirds of the menu items I am not familiar with or will not eat. Too fancy. What happened to cemit & popovers?** -- The items you see on the menu are "daily specials" at each of the food stations and, yes, they are on the "upscale" side. The "core menu" that is available every day includes simple things such as a cheese or pepperoni individual pizza; Ham & Cheese Sandwich; a Tuna Salad Wrap; virtually any sandwich you want made to order at the deli; hamburger/cheeseburger; French fries; meat loaf; salad bar; \$4 Breakfast Burrito; and yes, handmade tortillas and popovers. James Johnson who worked for years at the Museum spends several hours every morning making them.

**The cafeteria needs to open earlier...The cafeteria needs to stay open later...** -- Thanks for asking. The Cafeteria hours are always a touchy subject at any facility, and ours here at SRPMIC are no exception. Folks that start work very early want service when they arrive, and those that "work late" would like us to stay open and serve some sort of dinner. Unfortunately, we just aren't able to economically accommodate everyone. The Cafeteria selection committee arrived at the hours we have chosen, relying heavily on data received from the cafeteria survey we did last summer, both for opening, and closing. It's just one of those areas where you truly "can't please everybody."

**Why do we have to pay sales tax?** – Here's an explanation from our own Treasury Department. The Community has two tax rates for retail sales. The lower 1.65% is collected by non-community member owned and/or operated retail stores (such as Wal-Mart) and the higher 7.95% is for retail sales made by the Community government or Community Member-owned stores operated within community boundaries (in which case, the state or county tax does not apply). Since ARAMARK is under contract with the community to operate the cafeteria on its behalf, the Cafeteria is deemed to be a "Community Operated Enterprise" (See CMD #12 recently published). Because of this, ARAMARK must collect 7.95% for all retail transactions made to non-community members and 1.65% to community members. It is as if the Community were making the sales themselves. It would be different if the Community were leasing the cafeteria space to a company which was operating on its own to make a profit. But because the Community has a contract for ARAMARK to operate the Cafeteria on its behalf, ARAMARK is deemed to be acting in place of the Community and therefore must collect sales tax. Additionally, there is no sales tax on catering sales made directly to the community and paid for with community funds. **If you are a community member, you must show your community ID (not employee ID) every time you come to the cafeteria to be charged the lower tax rate.**

**Is your iced tea fresh brewed?** – YES! Plain, Apricot, Tropical, Green – all fresh-brewed as needed.

**Are cafeteria gift certificates available?** – Also YES! Contact Miriah Smith at 480-362-5538 or Meredith (see above) for details.

**What happens to the leftovers?** – Excellent question. If there are any leftovers (and that should be a rare occurrence), we will be contracting with an area and/or community kitchen to donate the excess food to charity. That will be done soon. Any excess food from day to day is properly handled (cooled, labeled, stored, etc.) and the chef reviews these items from day to day to see if they can be used elsewhere in production or if they need to be discarded. For instance, leftover potatoes from the entrée station may find their way into tomorrow's "Two Waters Stew." True leftover food that is still good to eat but cannot be used elsewhere should be rare because we keep very accurate production records and check to see "how many of item A did we make and/or sell last time" and then project accordingly for current menu cycles. PLEASE DON'T FEED YOUR LEFTOVERS to the feral dogs or other animals.

## Kudos & Clouts (Customer Comments, Good & Bad)

- Just looking at the menu and I'm excited for the new cafeteria, especially with the community diabetes problem -- the foods looks healthy.
- I read through the menus and, WOW, they sound delicious! I plan on trying everything out.
- I had the opportunity to sample some of the food today. The food and service were great, it was the best salmon I have tasted...
- The grilled squash and peppers topped off the meal. My compliments to the Two Waters Cafeteria Staff. Thank you.
- I was very impressed with my meal and with the cafeteria - looks great. I had the mediterranean chicken salad. It was delicious.
- Thank you all - it was great to go close by for a meal.
- Thank you for hiring our community members. It was great to see so many of our community members working. The spirit of team work that was exhibited was awesome. I would like to see that spirit practiced within our government departments.
- I feel that some of the prices were high. I got the fajita (a la carte) and it was \$5.25. Too much.
- \$5.99 for a combo meal is too much.
- Could your display plates have individual identifiers? Also, how much each item costs.
- Didn't like "mustard" in chicken salad recipe.
- Java City is better than Starbucks. The iced Javalanches in the afternoon are awesome.
- "We need clocks" (only "clock" on the wall is the lower right corner of the TV)
- Tuna Melt sandwich too expensive (\$3.89)
- Salad bar pricing by the ounce is confusing. Should be by the pound. (And now it is. Thanks!)
- The bread pudding was too big for one person to eat!

**To submit your feedback**... go on the SRPMIC intranet home page. At the bottom of the right column, click on the link that says "Two Waters Cafeteria". On the next page, click on "Two Waters Cafeteria." On the next page, click on "Feedback." Then, fill in the blanks. BE SURE TO INCLUDE YOUR E-MAIL ADDRESS, name and/or phone number if you want a response. We have received several questions that we were unable to answer because we didn't know who sent them. Or, just e-mail [Paul.Johnston@srpmic-nsn.gov](mailto:Paul.Johnston@srpmic-nsn.gov)