



Cafeteria Feedback

Questions & Answers

Catering prices seem really high... – Thanks for the feedback. You should know that before we ever priced our catering menu we did a market basket comparison with reputable, licensed and insured caterers in and around Scottsdale, including Chompie's, Scottsdale Catering (formerly City Kitchen), Einstein's, Bruegger's, Rubio's, Boston Market, Pizza Hut and, where menu items were applicable (such as soups, desserts, entrées and beverages) Denny's, Applebee's, Cracker Barrel, etc. The catering prices we set are at or below the average market prices for every item with very few exceptions. And in those cases where we do have "higher prices", we are mere pennies above the average, yet well below the "highest" price. Additionally, when hidden costs such as having someone go out and pick something up and the purchase of extra products such as ice, plates, flatware and sometimes delivery charges are added to the cost of the food, ARAMARK's catering prices are always less expensive to the community. Additionally, whenever we order catering from ARAMARK, our subsidy to operate the cafeteria drops. Every catering dollar spent in the cafeteria effectively only costs the community about 50 cents. That makes catering from the cafeteria a real bargain. Naturally, we will never be able to compete with supermarket pricing (such as Basha's), except that we are much more convenient to the department placing those orders as they would never have to "go pick up the catering". And buying from such establishments does not help lower the cafeteria subsidy.

How come we don't get employee discounts? – Actually, every customer is getting a discount because the cafeteria prices are low to begin with. The community government subsidizes the cafeteria as an employee benefit. Compared with prices at area restaurants, the cafeteria is a real bargain.

Why can't the employees have tip jars? – Simply, it is against SRPMIC and ARAMARK human resource policies for employees to solicit and/or receive gratuities.

We need more fountain drink options and unflavored iced tea... – We have 12 fountain heads and two iced tea dispensers, one of which is usually unflavored, unsweetened iced tea. For those that don't like soda, we have lemonade, and will be re-adding the Sobe Lean fountain soon.

You serve excellent menus, but we need hot sauce, like Tabasco – We offer several hot sauces, including Tabasco, every day. Some bottles are available at the grill, and also at the condiment station in the seating area.

Bananas are (displayed) too high. I'm short. They need to be lower -- Thanks for asking. We made them more accessible.

You should have carry out bags... – We do. They are at the cashier stations.

Need larger waste receptacles at the stations. – We replaced the smaller waste receptacles with some larger table-top models.

There should be napkins at the condiment island, both sides. – Done!

Do you carry the salads (chicken, tuna fish, etc.) over the weekend? – Absolutely not. All salads are made fresh daily and not held for more than two consecutive weekdays.

How do you book the Sun Room for meetings? – The cafeteria's Sun Room holds approximately 24 guests (depending on how you set it up) and it can be booked through our Microsoft Outlook's calendar options. When you go to set your meeting, click on the "Scheduling Assistant" icon at the top, and then "add rooms" at the bottom. Double click on Sun Room, and it will be invited to your meeting. (You must "send" the meeting invitation to complete the room booking). If all else fails, the room can be booked through Administration (x7498), but only as a last resort.

Will the sauté salads be coming back? – We follow a menu cycle and yes, the sauté salads will make regular appearances. Watch for them on the cafeteria menu web site.

Kudos & Clouts (Customer Comments, Good & Bad)

- Selections great! Prices great! Atmosphere great! Love the cookies!!!
- Your baristas are SO friendly. I really appreciate their great customer service. If I had a coffee shop I'd recruit them. ☺
- Please bring back the Sobe Lean fountain drink (*Thanks for asking, it will be back soon*).
- I love your cafeteria. It is really good, I like all the food but I especially like that it is so comfortable. You're doing an excellent job.
- I find the food to be very good and the eating area clean, relaxing, friendly and great for networking with other workers.
- The cafeteria is a beautiful facility. Great food, great prices and an outstanding courteous staff!!!
- The lemon chicken I had was dry...AND...The lemon chicken is my favorite dish so far.
- I had a turkey sandwich on whole wheat and the bread smelled old
- I like the nutritional information on the web site. I am able to pick out 2-3 meals each week that are low (less than 15) in carbs.
- The BBQ Beef Ribs were not good at all...couldn't get the meat off the bone...AND...The BBQ Ribs today were awesome!
- The Chicken Salad chunks were overcooked and dry.
- We need Sugar in the Raw (*this may be added soon*)
- Yogurt and fruit in the morning should be a lower price than the salad bar
- I love the yogurt and fruit option in the mornings...and the price is right!
- Need salsa and chili as condiments every day
- What about a parfait bar?
- We need more variety
- We should have powdered creamer for coffee (*For those that truly want it, some may be available in the free coffee areas*)

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. 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...
3. E-mail Paul.Johnston@srpmic-nsn.gov