

Questions, Answers and Comments

Thank you so much for such a wonderful meal yesterday at the Holiday Christmas Party. Everything was really great.

- The Christmas Holiday Luncheon was terrific...
- All of your hard work is truly appreciated, and please let your staff know how much they are appreciated also...
- The Christmas luncheon was delicious; the meat tender and tasty and the “smashed” sweet potatoes were the best I’ve ever had.
- I’ve worked for the Community for more than 10 years and this was the best Christmas lunch ever...
- WAY better than last year. Thank you and thank your staff.
- We used the “to go” service out the back door and it was SO MUCH MORE ORGANIZED than in past years.
- I had to email you to let you know how wonderful the food was yesterday. It was delicious FAR superior to what we’ve had in the past...
- This year’s Employee Christmas Luncheon was, in my opinion (and that of many others), one of the best thus far!
- Great job. The pinto beans and pork were especially delicious...
- This was my fifth employee holiday lunch and this one was by far the best. Much, much better than last year

We received literally dozens of thank you notes regarding the Holiday Christmas Party. We served nearly 800 seated guests and 350+ “to go” meals (for our friends working off site) in approximately 45 minutes. There was plenty of delicious hot food available for second trips as well and folks helped themselves to dessert and drinks right up to the end. We are grateful to everyone for your kind words and support -- and are ready to do it again -- anytime! 😊

Why do we have to pay sales tax in the Cafeteria? – This question has been asked and answered in previous editions of “Feedback”, but we thought we’d share again. 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 behalf of the Community, the Cafeteria is deemed to be a “Community Operated Enterprise”. 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 is making the sale 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.**

Who is supposed to supply the coffee cups to the break rooms? We always seem to run out. ARAMARK currently keeps the break rooms stocked with coffee and related supplies, including cups. Unfortunately, many people use the coffee cups for water and they are hard to keep “stocked.” There are usually six to eight extra sleeves of cups in the cupboards on each floor. They are doing their best to keep up. It would help if somebody on the floors took responsibility to keep the water cups full at the water coolers! 😊

On behalf of the Salt River Fire Explorer Program, I would like to thank you for your donation of the large cookie platter to the symposium on Saturday Nov. 19th. Salt River hosted the first ever Explorer Vehicle Extrication Symposium this past November. It was attended by four valley fire departments totaling over 50 Explorers who got hands-on training with the Jaws-of-Life on real vehicles. Your donation was a much welcomed sweet treat to all who attended! Again, we greatly appreciate your support. Please send my gratitude to anyone else who may have helped make this donation possible. – YOU ARE WELCOME. GLAD TO HELP. THANKS FOR THE KIND WORDS. 😊

Kudos & Clouts (Customer Comments, Good & Bad)

- Chicken Parmesan today was terrific! I really enjoyed this healthy meal. Chicken was very good, not dry. Noodles made the meal and were just as good. Compliments to the Chef!
- The grilled chicken sandwich...was cut in half lengthwise...the chicken sandwiches I got in the past have been a FULL breast...
- My chicken from the grill was undercooked...pink throughout
- I miss the chocolate cake...I requested it, but no chocolate cake of late...can we fix this problem?
- Thanks for the Grits on Wednesdays!
- I have been impressed with the level of service provided in the Cafeteria. Smiles and only short waits. Keep it up.
- Staff never seems to be ready at 11 am. Makes it tough for our 30-minute lunch hour...
- Too much salt in...soup today; Suggest lowering the salt content to allow adjustment if an individual prefers more salt.
- Some of the food seems so bland. Especially the soup. Is salt so expensive you can’t add a little...?
- Cake slice seems small for the price. Can’t you make them bigger?
- Why are the desserts so big? Seems like you could cut them in half and charge a little less. Just too big for me.
- Chris provides such wonderful customer service at the grill
- Breakfast potatoes at the grill have been awesome. I mixed them with some of the tomatoes – excellent!
- Pulled pork sandwich last week was soooo delicious! Thanks!
- Can we get some more of the small trash cans == especially near the toaster in the morning – DONE! Thanks for the idea.
- We need foam containers. The cardboard ones make food taste like cardboard. (Sorry – foam is not eco-friendly.) 😊

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. Visit 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. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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