



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts June 2015

Get your Café reloadable cash cards, now available in the Café

- See any Café cashier or manager. Load initial amounts of \$5 or more
- Card holders can [visit this website to check their card balances](#) – just enter the card number
- Cards can be used in the Café for all purchases, **INCLUDING STARBUCKS COFFEE!!**
- When card balance is zero, holder can either re-load with more funds, or turn it in to the cashier for re-issue
- Perfect for gifts, employee incentives, or just to keep track of how much you spend in the Café!



Take the Café Survey and give us your anonymous feedback about the Round House!

- Visit www.yourdiningvoice.com and then click on “Begin Survey”
- Select USA & AZ; our city is “Scottsdale” and “Where we served you” is SRPMIC
- Answer four basic questions (it doesn’t take long), but if you have time, you can answer more
- To keep anonymous, skip the personal info; at end of survey, receive coupon for free bottle of spring water

Sometimes the lines during breakfast get way too long...need a second cashier line open. Seems like everybody in front of me wants coffee and I just want to pay for my food and get out the door. Thanks for the feedback. We have started to bring in the second breakfast cashier a little earlier. There is also a “doorbell” system for the cashiers to push in case they need extra assistance at any given time. It is our hope to expedite customers through the cashier lines as quickly as possible – because – nobody likes to wait.

Please label the grits/cream of wheat correctly. I thought I was getting Cream of Wheat, but it was grits. We are sorry about that. Despite our best efforts, we sometimes make mistakes. It may help to know that Cream of Wheat is served Mondays, Wednesdays and Fridays, and Grits are always served on Tuesdays and Thursdays. Hopefully, we will get them all labeled correctly in the future. Thanks for letting us know.

Staff always seems to be in a rush to close before closing time, or right at closing time. I came down at 1:40 to get a salad from the salad bar and it was gone already – but your “hours” information says it is supposed to be available until 2 pm. We apologized to you directly and offered a free salad bar on your next visit. We also counseled the staff involved to make sure they understand that the salad bar is to remain open until 2 pm. We’ll take a “do better” slip for sure.

I’m not too happy with the recent price increases. You should bring back the frequent diner rewards cards you used to have. Thanks for your input. Nobody every wants to see higher prices, and we try very hard to balance the increased costs of food itself (in particularly beef, other meats and produce) with the need to keep the Café as economical as possible for those of us that eat here every day. It was time for an adjustment on many items as the last changes were 18 months ago. Some of the prices changed this time had been the same for five years or more (lunch combo prices). The Café Focus Group reluctantly discontinued the frequent diners’ rewards cards a couple of years ago, trying once again to reduce the cost of operating the Café. When we eliminated the cards, the Café’s food cost dropped three percentage points per month, saving nearly \$20,000 per year in operating costs. Hope this information helps.

What about a book club or book sharing near the TV lounge area? Thanks for the suggestion. Maintaining and keeping track of this would be logistically problematic. Our suggestion would be to ask our Human Resources Department about the dozens if not hundreds of training books they have available for each of us to borrow and read to improve our personal skill sets. Hope this information helps.

The Café’s Chicken Parmesan is one of my favorites, but this time it was some rubbery substitute. Thanks for your feedback and yes, you caught us in an “end of the day” product substitution as we sold out of the regular chicken breast and substituted with breaded patties. Sorry about that – and we got you a free meal for your next visit.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions)

- Thanks for the “no whipped cream” on some of the Jell-O and pudding desserts
- I like the Kalamata olives and Feta cheese options on the salad bar...and varying cheese options
- Keep spicy hot foods and made to order options (Korean, India, anything ethnic) – and add more spice!
- New staff person made a very loose breakfast burrito....and...my burrito was way too small
- David Nash is great, always smiling and professional...went out of his way to get me breakfast after 9:30...he is great!
- Some staff never seem happy to be there...sometimes exhibit bad (don’t care) body language...treat customers as imposition
- Need to pay more attention to salad bar – items seem to run out a lot during peak periods
- Kudos to Cynthia Burke...she provides us with accuracy, great attitude and rapid service...she is a real asset to the community
- Please make sure salad dressings are labeled (the handles; and the salads themselves frequently have no labels)
- One staff told me “out of bacon” and then another staff went in back and got more bacon for somebody else...frustrating...
- Out of bagels – several times (*We have fixed the stocking issue with our new bread supplier*)
- Floor mats have curled edges and are a tripping safety hazard (*We have noticed and will be getting new ones shortly*)
- Ranch dressing was too thick the other day, almost like a dip (*We revisited with staff. Should be better going forward*)
- More jelly flavors please. Seems to be “mixed fruit and grape” and that’s it. (*Stay tuned – we’ll see what we can do!*)
- Salmon is very good – can we have various flavors (*Yes, just ask Joe and he will season as you like*) – Salmon BLT delicious
- Saw some spiders and dead bugs on the window sills (*These are maintained by a night cleaning service. We let them know*)
- You should have more live music, at least once in a while; maybe karaoke contest (*Thanks – live music is expensive...*)
- I like that I can enter the contests via email (*some folks just can’t get to the Café that often – i.e., schools, off shifts, etc.*)
- The Café should offer more vegan/vegetarian meals (*Paul just returned from the National Restaurant Show – so stay tuned!!*)
- All staff needs to know the small bottled water can be subbed in the “combos” for fountain drinks
- Would love to receive an email coupon or be able to go on line and rate the service for a coupon (*see coupon offer above!*)
- Your staff should double blend fruit smoothies at Starbucks – the newer blender is yielding chunkier results
- Red Chili Posole is delicious – so delicious, you ran out! Maybe next time...

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. 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

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