



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts April 2016

PROTEIN PLATE NOW AVAILABLE DAILY IN THE CAFÉ FOR JUST \$5.29

Would it be possible to have some sort of a protein plate as a daily special? I'm on a special diet and don't eat a lot and would like maybe a protein (entrée or grill item) and one side. Is that possible? This is a fantastic idea and this is what we've done. Customers can now get an entrée (or other protein) plus one side for just \$5.29 daily in the Café. All protein plates will be capped at \$5.29 – unless it's cheaper to ring them in ala carte. For instance, a burger patty is \$1.99 plus \$1.39 side = \$3.38. So the charge for this protein plate would be \$3.38. On the other hand, a turkey burger is \$4.59 plus \$1.39 side = \$5.98 – so this would now ring in at the \$5.29 price. Bottom line: Entrée/Protein plus 1 side will be \$5.29, or the ala carte price, whichever is cheaper. Thanks for the feedback and hope this helps the dieters and health conscious.

Could we have a healthy hot meal or options other than salad or provide nutritional information? I am on a low calorie diet and I get tired of eating salads and cold cuts and don't always have time to pack my lunch. I think a lot of us would like Low Cal or Low Carb hot lunch option. It makes it really hard when I see all the delicious choices you have but they are fried or high calorie. First, see the good news above! Additionally, the nutritional information is listed for most daily specials on our website at www.aramarkcafe.com/srpmic. There are some healthy entrees available; we can look at the offerings and add some more. We don't have enough volume to add a second healthy entrée as a daily choice. Thanks for the feedback, and hope this information helps. Again – see our new protein plate option (above).

Wanted to let you know how much we appreciated the catering staff's great service they provided during our etiquette training...we had three Council members...a few Directors and (other) staff. Café crew were polite, professional, and provided great service. We appreciate the extra effort made on our behalf. The food was AMAZING! Delicious and beautiful presentation. A lot of comments about the food. Please THANK your staff for the wonderful job! Thank you for the opportunity and the kind words. Always fun to step out of our comfort zones and do something different and/or learn something new. Glad you enjoyed. We are happy to help.

Wish pricing was more consistent. Particularly the specials. The specials are advertised as "sandwich, side and medium drink" for \$6.79 (I believe). Although the price of tater tots and fries are both listed on the menu at the same price and both listed under "sides", I am (sometimes) told at the register that the tater tots are not part of the "sides" and do not fall under the special. Other times, I am charged the special price. We strive for consistent pricing daily and appreciate you letting us know of inconsistencies as they occur. We addressed this particular issue with staff and hope it isn't a problem going forward. Thank you very much, again, for letting us know.

Yet again, I am delighted with the Red Posole. Is the recipe for this included in the RHC cookbook? Thanks for the kind words. And yes, the RHC Recipes for Red and Green Posole are both in the Café Cookbook.

More options for Fruit Smoothies would be nice – and thoroughly blended. Thanks – and good news! The Café is having a \$5 Fruit Smoothie Fund Raiser to benefit the Salt River Community Children's Foundation to celebrate our 7th Anniversary on Wednesday April 13th! Every last penny of funds raised will be donated to the Foundation. Additionally, every \$5 Smoothie will receive a copy of the Round House Café Cookbook! [Fruit Smoothie details](#) at this link. [Café 7th Birthday Bash details](#) at this link. Thanks for the suggestion! And staff will double blend fruit smoothies at Starbucks on request. The blenders are designed for the frozen coffee drinks, so a little chunkier.

Dan and Cynthia have been doing an excellent job with accepting my sometimes late catering orders. They're both willing to assist when needed without hesitation. So kudos to them! ☺ Thank you for the kind words. Café catering sales are up nearly 20% year over year. We enjoy serving the Community. Thanks again.

(Several asked...) Does the Café have free Wi-Fi connection? Yes! View available connections and use Clean Air or Public Access. If asked for an email address, put in your own personal address, and you should be granted access. Hope this info helps.

Café now has outdoor speakers and the music inside is playing outside. Personally, I liked the peace and quiet of eating outside at the tables – but now you have the music. Would you consider turning off the outdoor music? IT recently completed an outdoor sound system for the Café, Two Waters Courtyard, the Basketball Courts and Friendship Park. The controls are in the Café office if you ever need to use the system. At your suggestion, we turned off the outdoor speakers for now facing the park and the basketball courts. So if it's peace and quiet you seek, that's the outdoor area to head for. In the meantime, we have left the music on facing the Two Waters Courtyard. Thanks for the feedback. Hope this information and our solution helps.

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

- Our break room was out of lemon tea; I sent an email and it was refilled quickly. Thanks!
- Café lemon bars are yummy. Can you share the recipe? (*Sure – we sent you to this link which is very similar!*)
- Albondignas soup today was not the same as usual. Flavorless Meatballs and broth. Very bland.
- Does the Café have marble rye? (*Sorry, not at this time. Current bread supplier cannot provide. But stay tuned!*)
- Can you send the recipe for Vegetarian Chili? (*We sent you the ARAMARK recipe – glad you like and thanks for asking*)
- Grill cook (Izzy) is doing an excellent job. Very cool and calm when busy and he makes an amazing omelet. ☺
- Ordered chicken salad wrap, but didn't get any chicken salad in it! (*We gave you a coupon for a future visit. Sorry about that!*)
- Maricopa burger was extra delicious today.....Went to get some chicken noodle soup and you were out – BEFORE NOON
- Wheat Penne Pasta Vegetables salad is very, very good, especially with the balsamic vinaigrette – and healthy
- Cuban Calzone is fantastic. Very tasty. Please have it again..... Red Menudo was very, very good
- Cup of cut melon at breakfast tasted like onions...again. This problem seems to come and go...

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. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov
☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 7.11 April 2016)

