Call 480-362-7462 or 362-5537

the ROUND HOUSE café

Longmore just south of Osborn

Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts May 2016

Café's 7th Birthday was a huge success. The outdoor Street Tacos were delici-oh-so and the contests are always fun. Thanks for making the Round House a fantastic, fun place to eat, day in and day out. You guys do great work! Oh, and "Happy Birthday" to the Round House Café! Our 7th Birthday on April 13th was a very big success – in fact our busiest day ever with more than 700 customers, 300 servings of free cake, live music with Bob Villa, and nearly 10,000 entries in the bin! And early next year, we will serve our one millionth customer! Thanks to you – all of our customers – for your continued support of the Round House!

The fruit smoothies were delicious. And what a good idea to raise funds for the (Salt River Community) Children's Foundation. Hope you have them again. Thanks for the kind words. The Café raised about $400 for the Children's Foundation at our Birthday Party, selling about 50 smoothies and 100 Café Cookbooks through accepted donations. Always trying to give back to the Community. Next up – the Mother's Day Cultural Native Arts & Crafts event on Friday May 6th. And yes – we are planning on having Fruit Smoothies again!

First, thank you for providing me the "tortilla line number." Second, a great big "Thanks" to your AWESOME Staff in providing quality service and follow up on my order! Your staff proved that no matter the request, all requests are important to them! Thanks again. ☺ Thank you for the kind words and we are glad to help. And in this case, glad we could help. Sometimes, we reach capacity on tortilla production and have to turn away orders. Always best to order at least a day ahead at 480-362-5537 or 5538. Glad it worked out.

Love the new Protein Plate for $5.29. Will there be a list of the proteins available? Glad you like it and thanks for asking. Basically, it's any "protein" we have available on any given day's menu, without the carbs (bun). For instance, it could be the daily entrée; a scoop of Chicken or Tuna Salad at the deli or even a sandwich portion of sliced turkey or ham w/cheese; or a hamburger, turkey burger, salmon, chicken or hot dog – all available at the grill, without a bun of course. Hope this information helps, and thanks again.

Thanks for showing the Masters' Golf Tournament on the TV during lunch. Thanks for asking – we were happy to accommodate. We try to offer sports coverage when available and timing is appropriate. For instance, this August we hope to be able to show coverage of the Summer Olympics. "Stay tuned", pun intended! ☺

Thanks for changing the brownie recipe. It is so much moister than it used to be. Kudos for the change and please keep them moist! Very much appreciated. You are welcome, and the real thanks goes to customer feedback – just like this. We try very hard to turn suggestions into to reality, because if we keep customers happy, they keep coming back!

Too many flies lately, or so it seems. ***Can anything be done about them?*** We agree, and thanks for asking. Several things happened over the past couple of weeks. On two specific occasions, Café doors because "stuck open" for extended periods, allowing flies to come in. We are working with our pest control company for better fly bait and after hours spray. On the other hand – it is the desert, and we'll always have bugs. But we are doing the best we can to mitigate. Thanks again.

(Several wrote or stopped by to say)...Thanks for serving the salmon...it was so moist, and soooo good....please keep the salmon on the menu as an entrée and serve it more often...the avocado-tomato salad was very, very excellent...really liked the collard greens today... Thank you all for the very kind words about the salmon. Stay tuned for more!

Are the corn bread muffins baked in house? I just wanted to let you know they are delicious! I'm not a fan of corn bread, but the RHC's gets the stamp of approval. Yes we bake them fresh every day. Thanks for the compliments – we're glad you like them! ☺

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

- Wanted Cordon Bleu Sandwich on sourdough, but there was no sourdough as advertised *(we gave you a coupon)*
- The person working the station today just kind of threw my food at me. Needs to be a little friendlier.
- Ham on my sandwich tasted spoiled, threw it away *(We gave you a replacement coupon)*
- Can a small salad be counted as a side for the Protein Plate? *(Yes! Glad you liked it)*
- Squirt not dispensing in the Café vending machine *(We let the vending company know and they fixed it)*
- Whoever is doing the home made chips, they are using waaaaay too much salt *(Thanks – we adjusted)*
- Cukes, red onion & cilantro very bland, like marinated in water, not "sweet chili". Disappointed. No vinegar flavor
- I finally won a prize (in the Café Birthday Stuff the Bin). Really! Finally! Yay!
- (Many wrote to say)...we love Gilbert on the register! So friendly! The smiles are appreciated...and...
- ...sometimes the staff are really friendly and smiling, and others they are like Eeyore. Please stay smiling! ☺
- My personal taste, but the tortillas need to be stretched more. The edges are always too doughy.
- Too much salt in the tortillas. Please cut back *(Thanks for letting us know, and we cut back)*
- Last couple times you served fish there hasn't been any tartar sauce. Please always have tartar sauce with fish
- Love the seafood tacos, very delicious. Have them as often as you want – I will be there!

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. 7.12 May 2016)

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