



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts September 2015

Several customers wrote to say: ***I really like the waffles and was looking forward to my waffle today, but the ladies told me it was only for July. Can we please bring back Waffle Wednesdays? If mine is the only request I understand if you can't.*** Thanks for letting us know and we are glad you liked them! As with any promotion, there is declining excitement as time passes. So it was with our waffles – 60 week 1, then 45, then 30, then 20-25, etc. So they won't be around every Wednesday, but look for them about once a month going forward on a Wednesday! Thanks again!

Do you have the nutritional information for the Café chocolate pudding? [We sent you to this link.](#) If you ever have nutritional questions, just let us know, and we will do our best to get you the information you need.

Just a note to say THANKS for the tickets to Tuesday night's D-backs game! It was amazing! I was able to purchase an additional ticket in the same section for my son so we went as a family! It was an added bonus that we SMEARED the Phillies! © Glad you enjoyed the game and the contest. Next up: [Stuff the Bin to Win Cardinals' Football tickets](#), as we give away two tickets to every home game this year. Contest runs September 1st – 18th! Good luck!

The Japanese Konomiyaki was DELICIOUS! Chef Ernesto did a superb job! Thank you! This comment was sent by several customers and we are glad you all liked it. We are proud to be introducing several menu items in this current cycle inspired by this past May's National Restaurant Show in Chicago. A report of SRPMIC Food Manager Paul Johnston's attendance at the show [can be found at this link](#), including several recipes. Thanks again for your kind words and watch for more new items as the weeks and months roll by.

I wish all sides were included in the combo pricing. For instance, I'd like to grab a side salad from the salad bar or grilled veggies from the grill to add to my fish entrée, but the cashiers always seem to charge me extra. Thank you for letting us know about that. We will make sure the cashiers know that all side options should be considered when calculating the combo pricing. Hope this information helps, and we'll get the word out. Thanks again.

It's really been crowded around the soda machine. Maybe you could rearrange something to improve traffic flow? Thanks. We received several suggestions for improving the area and settled on moving the LIDS AND STRAWS to the condiment station, eliminating the need for customers to "go backwards" in the soda line to get their cup and lid. This seems to have improved

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

- Can we get some Canada Dry ginger ale? *(Sure, we have a vendor and should be able to stock some bottles. Stay tuned!)*
- Your Pesto Macaroni salad is the best I've ever had...and...You guys make the best (regular) macaroni salad
- Like the new soup location next to the deli – "makes sense for "soup and salad""
- Love foam cups, especially in the summertime – less sweating and condensation rings on my desk at work station
- Staff is pleasant and helpful, especially at the grill
- Enjoy the variety in meals – new menu cycle – always something different
- Recent education (school starting back up) catering has been well received, especially breakfast burritos
- The spicy hot salsa for the Fish Tacos was really good – maybe this could be our regular salsa!
- Love that El Pato sauce; glad it is available
- Love the fried mozzarella sticks – could be less greasy please
- The Lunch & Learn (Whole Wheat Mediterranean end of July) was awesome
- LOVE the Asian (Korean) Bowls....and....LOVE the Café's pizza and pizza specials
- German Chocolate cake was moist and delicious...and...many times, the dessert cakes are very dry
- Ernesto is awesome – does wonderful work on everything
- Glad to see Yvonne back in the café making tortillas. She makes really good ones.
- Really like the coffee and the refill options, a great idea and value.
- Consider offering some sort of military discount
- Please try sushi at least one day *(We are exploring vendors to provide this service. Stay tuned!)*
- Need better pork and/or seafood varieties
- Oatmeal running out after 9 am – please consider putting out a fresh batch (we used to – need to start again)
- Red/Green Chili a la carte pricing is too expensive – perhaps sell "by the cup" like soup
- Too hot to "go out" to the Café – have been bringing food from home
- Make salad bar larger *(in fact we are looking at "new, improved, larger" salad bar station)*
- Soup too hot – always steaming; had to wait 20 minutes before I could eat
- The Café's Red/Green Chili "not spicy enough" – too mild...and...I really love the Café's Red and Green Chiles...
- More orange Jell-O – more desserts with no whipped cream
- Last two times tried, English Muffins in the bag at breakfast have been moldy
- Packaged soup crackers have been stale (another person reported no problems with the soup crackers) – Dan will check
- Broccoli undercooked – too crunchy – needs to be cooked longer
- Need more cashiers available (not running off) at the lunch rush (11:45 to 12:45 for sure)
- Need faster grill service – workers take one order and turn around to cook it and leave other customers hanging
- The potato corn chowder was delicious – but there were NO POTATOES!
- Would like to see the Turkey "Thanksgiving Dinner" (all the sides" in the rotation more often
- When doing the pasta bar, would like to see wheat pasta as an option *(Sorry, we've offered in the past, much is discarded)*
- Better lettuce for Asian lettuce wraps – head lettuce leaves are falling apart *(perhaps we'll try some Romaine)*
- Basa portions were way too small *(they cooked down (reduced); we'll take a "do better" slip on the portioning)*
- Sometimes, tortilla edges are too doughy and I have to rip the edges off. Edges need to be thinner
- Please consider having more whole wheat/grain products such as biscuits, pasta, pizza and tortillas if possible

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

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