



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts June 1, 2014

I came to the Café at 1:28 and asked the grill guys if it was too late for an order of onion rings and they said "sure, no problem." Just wanted to let you know of the great customer service at the last minute. Thank you for the kind words. We do not like to say "no", even though we sometimes have to. Always glad to be able to help.

The cook, Jerome, is awesome...and doing a good job. I got French toast yesterday and it was really good. I like that he cleaned off the grill before he placed my on French toast on it. Sometimes it doesn't get cleaned and it ends up tasting like onions. Thanks for letting us know. Nobody could enjoy onion-flavored French toast. We are happy to know that the breakfast food is to your liking and that our grill staff is meeting your needs. We received several compliments about Jerome and Michael's service skills.

Could we have a bowl of whipped cream available at the salad bar in the morning and at lunch? I like to put whipped cream on my fresh cut fruit – but there's never any out. Great idea – we have added a bowl of whipped cream to the morning fruit bar! Thanks for the suggestion, and hope you enjoy it.

Ice cream in the Café. As reported last month, Ice Cream novelties would be coming back soon for the summer and they have returned. They are located at the main cashier station. And we also stock and offer so sugar added treats.

Round House served us a very yummy Carrot Cake and people have been asking – where did it come from? Thank you! We are very glad you like it. The Carrot Cake came from a company called "Strictly from Scratch", a wholesale bakery that sells to restaurants like the Round House. They provide our pastries and we're not sure if they sell directly to the public, but their number is 602-295-3585.

For those of us that eat every day in the Café it is sometimes hard to overcome the "same old, same old". It is getting to the point that going out for lunch is being seriously considered by our group as a viable option. Thanks for letting us know your concerns. You shared some specific concerns about certain stations. We took your input very seriously and here are some of the things we did to address them. Thanks again for letting us know your thoughts.

- We are taking extra precautions to ensure fresh bread at the deli with a daily fresh-baked option
- We have installed a new salad bar tabletop display unit which holds more items lending to increased variety
- Stay tuned for a "salad of the day" recipe suggestion, complete with nutritional information, based on the ingredients on display
- Daily "menu cycle specials" at each station are rotated approximately quarterly for to variety to avoid "same old, same old"

The on line menu used to have a lot of "blue links" with nutritional information and item descriptions. It seems lately that the blue links have all but disappeared. Unfortunately, that is very true and we are working on the problem. The entire website actually crashed for about half a day this past month and we've had to be rebuild the Round House site day by day, week by week from scratch. Naturally, this process is taking some time and has been elongated by the transition from manager Dan Barolli to our new manager Jason Bracamonte. Stay tuned – all should be back to normal soon and you should have the descriptions and nutritional info you need.

Are you guys able to stock more Mountain Dew "KICK START"(Orange flavor). Also are you able to get "V-8"(Spicy Hot)? I notice the regular kind already there. Thank you! Good news! We can stock more of the Orange flavor Kick Start. Watch for it soon. As of now, we do not have an approved vendor for the Spicy V-8. Sorry about that. ☹ Thank you for your feedback. Your suggestions are always welcome.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Would you please teach your grill cooks how to make a patty melt? They don't know how to do it.
- Thank you for your generous donation to our ECEC parent appreciation luncheon. You are always so kind...
- (Several comments) My turkey burger was undercooked....it was ice cold in the middle....I just didn't expect it
- The Chumuth lady (Cynthia! ☺) really makes good Chumuth.
- Chicken Marsala with the Mushrooms and the sauce is always moist and tender. My favorite...
- Round House Café makes the best Posole Verde. Period.
- More Jell-O cake please. Have for dessert every day
- Please have Balsamic Vinegar out every day – some days it goes MIA
- I finally won something in a contest! Thank you! Keep them coming – they make the work day fun.
- Mariah and April are both awesome, fun, give great service and always with a smile. Can I adopt them? ☺
- What about a 3-point shooting contest next year instead of just Free Throws?
- Salad bar suggestions: Be consistent from day to day; would like shredded carrots; more proteins
- Can you PLEASE make that yummy chicken salad EVERY DAY at the deli? Milo does such a good job!
- Thank you for the customer guide posts and "dividers" you put in at Java City. Especially helpful in the morning
- No plates out for toast anymore; no cups at new oatmeal station; no "baggies" for pastries, toast (used to have)
- Still have doughy edges on tortillas. They need to cook longer on the edges
- You moved the lemons – either move them back, or put a sign where they used to be telling us where you moved them to
- What about offering Slim Fast?; Out of orange-mango bottled juice drink all the time
- Continued confusion on pricing for make your own fruit smoothies – never consistent
- Please serve meat loaf. It's been awhile; bring back open faced roast beef sandwiches
- No menudo on Cinco de Mayo. Really? It would have been the perfect day for it
- Thanks for the new beverage coolers – more selection...vs....there seems to be less variety with the new Pepsi/Coke coolers
- There are pricing inconsistencies with the hot cereals, cold cereals and toast...what is charged vs. what is posted on line
- Please bring back the Hummus and Pita Chips (We did! Hope you like them.)
- Tina is fantastic! Catering provided by the Round House is always delicious and fresh. You make the best sandwiches. Thanks!

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. 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

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 6.1; June 1, 2014)

