



# Round House Café Customer Feedback

**Questions, Comments, Kudos & Klouts May 2015**



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

- Visit [www.yourdiningvoice.com](http://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 (so it doesn't take long), but if you have time, you can answer more
- If you wish to remain anonymous, just skip the personal information page
- At the end of the survey, you will receive a coupon good for a free bottle of spring water
- We appreciate your continued support of the Round House, and especially, your feedback!

## **How can I get some kind of Café gift cards for employee incentives for a Starbucks coffee with you?**

- Café re-loadable gift cards are 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!



**Every time I go to the Round House, I receive excellent customer service. The staff are always willing to make the menu to suit the customer and they are fast and efficient. I'm impressed at how they look customers in the eye and say, "what would you like on that?" then offer the choices. Yvonne Taylor is always smiling, that really is impressive. I worked in the food business years ago, and it's hard work, so I know how hard your staff works. Plus, the Café is so convenient, so close and the contests and prizes are a great idea. Thank you to your team and keep up the good work!** – Thank you for the kind words and we are very glad your experiences in the Café have been positive. We shared your email with our team.

**During my new employee orientation I learned the Round House occasionally offers apprenticeships or hire for openings. I know someone who would be interested in either. Do you have more information?** Certainly! For employment, the Café is always interviewing prospective candidates and there are two EZ ways to apply. Those interested may obtain an ARAMARK application from the SRPMIC Human Resources Department or the Café itself. They should complete and return the application with any additional information requested. As positions come open, qualified candidates are invited to interview, giving preference to Community Members first, then other Native Americans, then other outside candidates. For more information about Café employment, or possible apprenticeships, contact ARAMARK Café management at 480-362-5537 or SRPMIC Human Resources at 480-362-7935.

**Not sure if there is something wrong with the toaster, but the past two times I've had to send my bread through twice, and it's still not quite done. I've switched the toasting to be higher, but that doesn't seem to work. Is there something I'm missing? The coils in the toaster don't seem to be red as well like they usually are.** We investigated after your email and found the three dials on the front (which control speed of the conveyor and heat) to be a bit askew of "normal." The best "normal" settings to obtain an average "browning" of your toast, bagel or English Muffin, so make sure the red arrows on all three dials are pointing to the right at "3 o'clock." We did a couple of tests at those "normal" settings and it came out fine. Thanks for letting us know so we could check it out.

**Current hamburger buns are pretty lousy. They completely fall apart while eating hamburgers and other sandwiches, especially when they get moist from grease or condiments. Halfway through eating you're holding a gooey pile of mush that gets increasingly harder to grip. A bun with greater structural integrity would be greatly appreciated.** Several customers have made the same observation and, in fact, we recently changed bread vendors. Stay tuned, and we'll see what we can do to improve the buns.

**I know you are not the dog police but I know you talk about "please don't feed the dogs" in NEO. Today I saw a person pouring out several large cups of dry dog food in the Building B parking lot, right near where both visitor and employees park their cars. Dangerous and not very smart.** Thanks for letting us know. We discourage the feeding of the dogs anywhere around Two Waters as it encourages them to hang around for more. Two main issues with feeding the dogs. First, dogs "do" what dogs "do", which makes a mess, which draws flies. Second, feral dogs have attacked both Two Waters employees and visitors, including walkers and bike riders. Their shiny, sad brown eyes are hard to resist, but please – don't feed the animals.

**Why were the steaks and Bronto Ribs so expensive?** When the Café first served the Giant Beef ("Bronto") Ribs five years ago, we were able to buy them for under \$3.00 per pound. Those prices have skyrocketed since then to a point that the giant ribs cost the Café nearly \$10 apiece, and they have to be special ordered. This time around, the steaks were cut extra thick – nearly twice as thick as normal – and so we had to charge more. Even at the prices charges, either meal is still a bargain compared to restaurant prices.

**I just wanted to thank Cynthia for completing my tortilla order. I talked to her yesterday about a dozen tortillas for today and she was hesitant because of catering orders, but said she would definitely try, which I was ok with. Then come to find out this morning you guys were short-handed and she was making them herself. Long story short, I got my tortillas and I really appreciate the exemplary work from the café staff!** Thanks for the kind words. On the day you are talking about, in addition to being short-handed, we produced 100 extra breakfast burritos for an off-site departmental catered event. So thanks again for your appreciation!

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

- Corned beef hash changed – please change back! (We were out of stock, made some from scratch! Original is back!)
- Fountain Mountain Dew has been out; when will it be fixed? (Simple out of stock issue, fixed with next delivery)
- Out of milk, half & half and 2% all at once at coffee – really? (We apologize – and fixed this supply issue with a Walmart run!)
- Had to wait 10 minutes for pizza to cook...Café extra busy today...but grill team moved people through quickly
- Jambalaya excellent, spicy hot, yum, thanks to Ernesto!
- Deli worker (Milo) made me a most enjoyable sandwich today. Please thank him for his excellent customer service
- (Grill cook) Joe is a real asset...makes me perfect breakfast every morning...pancakes...quesadillas...awesome. Thanks Joe
- Still doing birthday meals? (Yes, and now up to \$7 for breakfast or lunch, not both. [Details at this link](#)).

## **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](mailto:Paul.Johnston@srpmic-nsn.gov)

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