



Round House Cafe Customer Feedback

Questions, Comments, Kudos & Klouts July 7, 2014

HAVE YOU NOTICED THESE RECENT CHANGES IN THE CAFÉ: New, lower chip dispensers at the cash registers; new fruit basket displays at Java City; new seating area floor plan providing more space; improved Smoothie pricing (see below); new napkin dispensers so we won't run out so often; new heating unit and display vessels at the grill. Coming soon: Single item utensil dispensers!

I purchased a Ham & Cheese sandwich on the pretzel bun. My credit card was charged \$15.50. I'm fairly certain a sandwich isn't that much! ☺ If it is, well, that's another discussion. Thanks for letting us know. We do make mistakes on occasion. At your option, we issued you a declining balance voucher for the difference in price. Thanks for your understanding.

I just wanted to say that the food lately has been especially delicious. Some of the combinations have been both unexpected and outstanding. I particularly enjoyed the chorizo sausage and sweet potato mix as a side option last week. It was very, very good. Thanks for the kind words. We do enjoy experimenting with menu choices, recipes and options. Since we opened over five years ago, we have offered nearly 2,000 different entrees, sandwiches, grill specials, and side dishes – and we're always striving to find more choices. Variety sells. Glad you like it.

I was very disappointed that the Café ran out of food at the Salt River Community Days evening meal and festivities...(Saturday, June 14th)...I had to settle for some of the items from other vendors...and some seniors did not get served. Thanks for the feedback. Indeed, the Café was a very popular place during the annual Community Days' festivities. In fact, the Café stayed open much longer than it was scheduled to that evening and we served 250 guests more than the 600 meals ordered – approximately 850 total. It was never intended that the Café would "feed everyone", as evidenced by the many other vendors offering food that evening. The ARAMARK team did an outstanding job in serving nearly 50% more meals than were ordered and we received many positive comments about the quality of the food and service. Additionally, the Café staff plated the meals and delivered them to many seniors so they wouldn't have to wait in line. We are sorry you missed out and glad you, too, like the Café food. ☺ Thanks, again, for your comments and understanding. See below...

You and the Café staff did an awesome job (at the Community Day festivities). I was one of the last people served and was still eating when people started being turned away...to the vendors outside. I also want to thank you for the wonderful job you all did for the honoring wall dinner on Thursday. We were very pleased with the room set up, the food and your staff's effort to accommodate us. It is good to have someone like (Jason) who makes every effort to make sure everyone is happy and taken care of. Thank you. You are welcome! Thanks for the kind words. We are glad to serve.

Smoothie Prices Simplified. Many asked for simplified, more consistent, smoothie pricing. Here it is: Make Your Own – Small (12 oz) \$3.38; Large (16 oz) \$4.58; Add protein powder, \$.60. All prices are "plus tax." ☺

Today I ordered a grilled cheese and it was not good...dry and over cooked like there was not butter on it. This is not the first time this has happened. I'm sorry if I sound picky but I like my grilled cheese crunchy, soft and cheesy. I'm really not trying to get anyone in trouble. I just want to get what I order and what I pay for. Thanks for the feedback and we are sorry that happened. We discussed your feedback with the cook and they said they will do better next time around. We really appreciate you letting us know, and we gave you a coupon for your troubles.

I suggest the Cafe use stickers at the deli station. This way when they wrap up sandwiches to go they can put a sticker on it to hold the wrapping in place (seen this done at plenty of sandwich shops). This way, customers can take their sandwiches to go using only the paper wrapping and not in a large container. This would be environmentally friendly and save the Café money. Thanks for the idea. "Stay tuned" for further developments. ☺

We very much appreciate the Café's extra efforts in providing additional services during Officer Cabrera's memorials. Whether it was last minute caterings or accommodating and coordinating fund raisers, the Café responded quickly and professionally to each request. Thank you for all that you do to meet our needs here at SRPMIC. The gratitude is reciprocal in that we appreciate the opportunity to serve, especially under stressful circumstances. Thank you for your continued confidence and support.

FREE MEAL ON YOUR BIRTHDAY! Yes, you still get [one free meal on your birthday](#) up to \$6.00 in the Café. We usually allow about one week either side of your actual birthday, because sometimes people are off, or it falls on a weekend or holiday. So, Happy Birthday to all of our Round House Café Customers!

Kudos & Klouts (Customer Comments and/or Suggestions)

- Asian Vegetable Soup was terrible...lacked flavor
- Pasta Bar awesome...could we have a wheat noodle option? (We have tried in past with few takers. Sorry ☺)
- Could we have more Asian options? Spicier...? Especially soups like Egg Drop?
- No complaints – just thought I'd let you know you guys are doing a great job
- Lemon Chicken was especially yummy, however, the rice was terrible... too wet and no flavor at all.
- Pineapple should be a staple in the morning for the breakfast bar. It's the best with the cottage cheese
- Congratulations to Tina (Lecompte) on her promotion (to assistant ARAMARK Café Manager)! She deserves it!
- Love the [new website](#) – much cleaner and crisper!
- Beef burgundy was awesome! Kudos to the chef ☺
- Butter nut squash side dish was fantastic. I will definitely be getting this the next time it is served. Yum!
- Keep up the great marketing! I really appreciate the morning emails...
- The links that you put for the nutritional information on each entrée in the email are very informative
- Please consider boneless chicken "nuggets" or "strips" when you have the chicken wing special

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. 6.2; July 7, 2014)

