



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts October 3, 2014

Café 5th Annual Chili Contest Results:

- Best overall Chili" (for the second year in a row) Morris Manuel's Red Chili! Congratulations Morris!
- 1st Place Red: Ernesto Salsido (Café); 2nd Place Red: Nora Leuck (Social Services)
- 1st Place Green: David Nash (Café); 2nd Place Green: Carlos Leon (Fleet)
- Special thanks to our judges: Willardine Sampson (Council), Juan Nieto (CDD), Carol Silversmith (OGC), Daniel Martinez (Community Relations), Mary Descheeny (Admin) and Shane Anton (Cultural Resources). Judging took place last Tues 9/23 in the Café. Winners were announced at the Native American Day activities Thurs evening 9/25 in the Two Waters Courtyard.

I request you tell the public that the Red/Green chili contest has (the Café's) fulltime cooks that compete with everyone else. Involving the cooks makes the competition unfair. Thanks for your feedback. We will present your suggestion to the Café Focus Group for their thoughts and input. Currently, the rules call for participants to be either Community Members, employees/staff, or both; and these parameters include Round House Café staff. Nine of 12 Café hourly staff are either Community Members or belong to a Community Member family. We use six judges, mostly Community Members, to avoid bias and help make the competition fair for all that enter. Thanks again for sharing your thoughts.

NUMEROUS POSITIVE COMMENTS: Oh my, the Korean Rice Bowl today was wonderful...the Korean lettuce wraps were plentiful and delicious...Korean "stuff" was spiced just right. The initial servings of our Taco del Seoul Korean Rice Bowls, Tacos and wraps was a huge success, judging by the volume of kind comments received. Glad you like it! We'll run this promotional menu again for the next several months.

The Gila River Indian Community's Community Manager's Office is interested in the services you provide for SRPMIC at the Round House Café. We are very impressed and would like to know more about your operations. Thanks for the kind words and we were glad to help. We responded to your email and invited you to join us for lunch at the Café on Tuesday Sept 23 for our Chili Contest. We spent about 90 minutes reviewing our operations and discussing ways Gila River might apply some of the Round House service methods at the much smaller dining room at Gila River's Administrative Complex. We wish our friends at Gila River well in their food service endeavors. Thanks again for your interest in the Round House Café.

When I go to the café...cashiers don't ask me if I am a tribal member...I know I don't look like a community member but I am half Pima and I am upset that the cashiers just assume I am not. I just wanted to let you know. Thank you for that very important feedback and the opportunity for us to improve. We have shared your comment with our cashiers and other staff, and they have begun asking for SRPMIC Tribal ID #s with most transactions. When customers show/tell their Tribal ID#s, they get charged a lower tax rate at the register. So if our cashiers don't ask, make sure you remind them. Thanks again, and we'll keep trying to improve this detail.

Do you know if the Café Cookbook has the recipe for the delicious Peanut Butter cookies you sell? It does not. The cookies we sell at the Café come to us in pre-frozen dough balls from a company called Otis Spunkmeyer. The Café makes/bakes many of its desserts from scratch – but not the yummy cookies. Glad you like them! ☺

Café needs to have ONE knife dedicated to ONLY cutting onions... ever! Have it a different color than the rest or whatever it takes so that the KNIFE THAT CUTS THE ONIONS NEVER TOUCHES THE FRUIT!!! Even if the staff thinks the knife is clean enough, the onion taste is next to 'impossible' to remove without using an atomic bomb. Thanks for the graphic feedback! ☺ We try, try, and try again to avoid the problem of the onion knife cutting the fruit. We appreciate the reminder...and the suggestion for the dedicated onion knife. And we'll take a do-better slip in this "atomic" area of quality and taste. Thanks again. ☺

Please have the Mediterranean menus as often as possible. They are my absolute favorite. The variety and choices offered at the Café are outstanding, whether it's the Medi-eats, the Korean you just had, the spicy India foods (Tikka Masala) – please keep up the good work. That reminds me – haven't seen Beef Vindaloo in a while. Thank you very much for the kind words. Chef Ernesto Salsido has been with ARAMARK almost 10 years and here at the Round House Café since we opened in February 2009. 675,000 customers later, he's still making fantastic entrees and soups. We will share your feedback with him. Thanks again!

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

- Today (10/1) was our first time visiting your Café. Everything is delicious! So many choices. And priced right.
- My Ciabatta sandwich was fresh-made at deli and it was perfect; bread soft; flavorful and moist. Yummy
- Egg Drop Soup today was exceptional
- Not much "stuff" in the chicken and rice soup – broth a little bland
- Had macaroni and cheese instead of fries today...glad I did. Very, very good
- Native American Days evening meal was a perfect blend of spices, meat and vegetables – better than my mom's bone stew
- Guest Chef Sonny Deer's menu and service were delicious last week. Native American week one of my favorites of the year
- Chili at the contest was all very good. Too bad not everybody could win. And "free" is the perfect price. ☺
- Next time it rains, could you whip up some good old fashioned Tomato Soup with Grilled Cheese? (Thanks – we may do that!)
- Employee Birthday Discounts? (Yes – still \$6 for breakfast or lunch for all of our customers, not just employees).
- I never win the contests. (Keep trying – more than 2,000 winners since 2010.)
- Chicken Tikka Masala was awesome, full of flavor. Thank your staff for a yummy lunch. ☺
- The pudding, Jell-O and grab-n-go items have been really bad this week. They should be fully stocked at all times
- We really like the different flavors of pudding. Banana is a hit. Suggest butterscotch.
- Even though the watermelon had an onion flavor to it, I TOTALLY love the smaller pieces. Thanks!
- Instead of "roasted Redskin potatoes" why don't you just call them "Roasted Red Potatoes"? (Thanks! We'll do better.)
- The Jell-O cake at our catered lunch was perfect – light frosting, moist. David Nash does fantastic work.

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

☺ THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Vol. 6.5; October 3, 2014)

