



# Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts November 1, 2014

**Once again, the Café is inconsistent on pricing. Yesterday, I paid over \$3.00 for a small oatmeal and 1 toast, today, I paid \$2.00 + for the same items. During lunch, I ordered a turkey patty w/the little sides (not a serving of veggies) and paid \$4.80, as much as a whole sandwich by itself.** Thanks for the feedback. There were several promotions held in October that offered discounts for wearing certain colors in support of certain activities, etc.; this may have resulted in some of the discrepancies in your pricing. We apologize for any inconsistencies and always strive to do better toward making sure everyone is treated the same – especially one person on separate visits. If you ever feel your pricing is an issue, ask to see one of our managers and they will resolve any question on the spot. Thanks again for letting us know.

**I bought two Rock Star Energy drinks two days in a row – both with different prices. One was \$2.53 and the other was \$2.69. Just wanted to let you know.** We suspect it was a difference in being charged Tribal tax rate on one; but full tax rate on the other. Our apologies for the mistake!

**The beef tacos today were very greasy. When I got back to my desk the grease was already thick and clumpy. The shell (crunchy) on the taco was already soft. I attempted to eat it but ended up stopping because there was so much grease dripping. I have gotten the tacos before and this is the first time this has happened. Just wanted you to know.** We apologized for the poorly presented tacos and spoke with the server who worked the station. Your Tacos were greasy because the beef was not properly strained before being placed in your taco. We gave you a coupon for a free meal. Thanks again for letting us know.

**I was embarrassed by one of the Café employees who was trying to get my attention by yelling at me across the Café. It's loud in there and I just didn't hear them. It would have been better if they walked over to me and got my attention by tapping me on the shoulder or something. Please tell them not to yell at people. It just felt rude.** Thank you for your feedback. We used your comments in our daily staff meeting as a customer service training point. For the employee's part, they recalled the incident and said they were just trying to save you some time by routing you to another station – but agreed raising their voice may not have been the best option for accomplishing that. Thanks again for letting us know.

**I had the Chili and corn bread for lunch today and just wanted to suggest individually wrapping the corn bread. I think the foam containers can be of more use with other things, but that was the only container available. The chili and corn bread were delicious, by the way.** Thanks for the suggestion, and the compliment. We'll see what we can do to implement your idea. Thanks again.

**Thanks so much for allowing us the time and café space today to showcase our (Vocational Rehab) program. It was a success. We appreciate it!...and...We appreciate all that the Café does in the way of donating time and space to department bake sales and worthy causes such as Breast Cancer and Domestic Violence Awareness. Please keep up the good work.** We are grateful for the kind words and are especially thankful for so many opportunities to both serve and give back to the Community.

**I don't normally say good or bad things about the Café, although I eat there almost every day, but today's beef tips (burgundy) with egg noodles was exceptionally bad! The meat was so tough I couldn't even cut it with a plastic knife and ended up only eating the egg noodles. Hope it improves should it be served again.** Thanks for the feedback – and you weren't alone in that assessment. Usually our Beef Burgundy or Stroganoff is falling apart tender. Unfortunately, our regular Chef Ernesto was off today and quite simply, the meat didn't cook long enough. It will definitely be better next time around. In the meantime, we sent you a coupon for another try in the near future. Thanks again for letting us know.

**Why does it seem the Calzones are never ready – even at noon? You advertise them, and then you never have any!** Thank you for your feedback. The problem is one of timing. The staff only prepares one or two at a time, as needed, so as to keep the product fresh; and it probably takes about 10 minutes from start to finish making a new one. We suggested that you call ahead to the Café to place your order about 30 minutes before you leave for lunch so that they can have it ready for you when you arrive. Call the Café at 480-362-5537 or 5538 to place your order. Our apologies for the frustration – and thanks again for letting us know.

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

- Somebody anonymously paid for my Cream of Wheat this morning. THANK YOU – whoever you are!
- Thanks for the Grilled Cheese & Tomato Soup, which, by the way, was about the best Tomato Soup I've ever had! ☺
- Could we get some pickled beets at the salad bar? (Good idea! Stay tuned!)
- Could you put ESPN on the TV to watch some sports? (Sure! You asked, and we put it up there for a couple of weeks).
- Great flavor and great price for the Korean food – I ate at the Café both days! (Korean on the menu again first week of Nov!)
- (And another...) I really liked the Korean BBQ that was on the menu last week.
- The group I eat lunch with appreciates the small sample cups offered; ...could do every day? Only seems to be once in awhile
- Fall overhaul food and service were great. As always, thanks for a fantastic free meal!
- Really enjoy the Fastest Pitch contest every year. Unfortunately, I keep getting slower! Thanks for having...
- Carrot Ginger soup delish! Great add for the fall season, and it's relatively low-fat!
- I won State Fair Tickets – finally! YAY!
- The Café catered our event at the Community Center and everything turned out great. Thank you for the great food and service.
- My on-line catering account is locked – help! (We got you re-connected. Glad to assist.)
- Green chilies at breakfast this morning tasted like can. Threw out my special (we gave you a coupon for future visit).
- Cream of chicken noodle with rice didn't have much rice – and no carrots like the picture – but it sure tasted good
- Balsamic Vinegar tasted a little rancid – probably time to replace (thanks – it was the wrong product in wrong container!)
- Wish you could keep the grill open until 2 – can't get here until after 1:30 (you can call ahead to order & we'll hold for you!)
- Yesterday's Cream of Chicken was most excellent...Ernesto's trying to kill us with all the cream! Keep it up! ☺
- Thanks for the delicious (Fall Overhaul) lunch! You did a great job of feeding the rush of hungry employees! ☺
- (Several positive comments each:) Good luck Jason Bracamonte at ASU...and...Welcome back Dan Barolli! ☺

## **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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