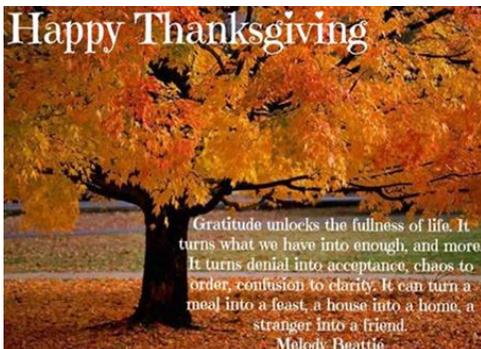




# Round House Café Customer Feedback

**Questions, Comments, Kudos & Klouts January 1, 2015**



**This is a nice thought for the day from our Round House Café. Seems appropriate with the newest (WellPath) challenge, in addition to Thanksgiving. You probably all receive the café news email, but I wanted to share this just in case. Very positive feeling to start off our day.** ☺ A customer took the time to share the Café's Thanksgiving email message with her department, and thanked us for presenting it. We hope everyone had a safe, relaxing, wonderful and inspiring holiday season with family and loved ones. From our "House" to yours, a Happy New Year to all!

**Yesterday I had training at Two Waters and stopped in for lunch afterwards. The tortilla and hamburger sandwich was good, but the tomato and lettuce should be left on the side. I had French fries too, but disappointing because they were saturated with grease for such small potato strips, so I tossed them. Hope this is helpful in one way or another.** Thanks for letting us know. All feedback is helpful and

we shared your comments with our grill team. We apologized directly and offered you free fries on a future visit. Lettuce and Tomato can definitely be offered on the side with any sandwich when guests ask for it that way. Thanks again.

**MANY COMMENTS ABOUT GRILLED CHEESE & TOMATO SOUP: Amazing...perfect promotion for the weather...I had the soup – it was awesome... Yes! I want some...I'm there for the perfect combo. Had it before and it is delicious... Tomato Soup was very good...**

Thanks to everyone for the kind words about our impromptu Grilled Cheese & Tomato Soup Rainy Day Special. It was a hit, with more than 100 customers taking advantage (we had to make four batches of soup to accommodate the crowd) and nearly a dozen taking the time to write and say thank you. Glad you all liked it – and we'll do it again! By the way – a special thanks to the HR customer who originally suggested it – and you know who you are! ☺



**As the year comes to a close and the 2014 bake sales come to an end, I wanted to thank you on behalf of IT for all your tremendous support of our events from helping us reserve the best dates to your ongoing promotion of our events before and during. You make our events so much easier to plan and so much more successful! We just wanted you to know your efforts not only help us be more successful but, more importantly, you help us give back to the Community (and, after all, that's what it's all about). So, a big THANK YOU and happy holidays!** Thanks for the well-expressed appreciation. The Café welcomes and encourages ALL DEPARTMENTS with any activities or events to hold them in the Café whenever possible. During 2014 the Café hosted and/or coordinated with 23 departments and/or Community Enterprises in presenting 82 different events in the Café from Bake Sales, BBQs and other food-related fund raising activities, to Ag Lease payouts, the HR Benefits Fair and the December Holiday Community Vendor Arts & Crafts Fair. All of these activities are in addition to the contests, customer service and good food the Café serves up every day. Department events increase Café sales, and as IT expresses, Café customers support department fund raisers! So bring your next department event to the Café! We are happy to help – and happier to have you as our guest. ☺

**Where do they have a pit for the pitted beef, or is it cooked in the oven? Also is there a recipe for it? Good stuff, yum...** We just call it "pitted" beef – there is no pit. We slow roast the beef briskets in our Alto-Sham oven for about 14 hours before "pulling/shredding" them. No public recipe available for this item as of yet, but basically it is seasoned (BBQ spice-rubbed) beef brisket slowly cooked at low temperatures for a long time. Glad you like it. ☺

**Thanks to the Café for accommodating a last minute request to change a catering order. I had been ordering sandwich trays for the last 2 weeks for meetings and double ordered sandwiches for two meetings today. I couldn't ask the staff to eat sandwiches a second time, so I asked RHC if they could possibly change my lunch order and they did so with a great attitude and lots of choices for me to choose from. Two thumbs up for RHC's catering staff!!!** Thanks for the kind words – and the two weeks' worth of orders! We strive to make each catering experience both delicious, and easy! Thanks again.

**Not to be a Grinch, but several customers won multiple prizes in the Holiday contest drawing. Is there a limit as to how many times somebody can win? Just looking for "fairness to all."** Thanks for asking. The winners are determined purely by random drawing – there's probably no process more fair than that. The holiday contest had more than 8,000 entries in the bin all told, including nearly 2,000 email entries. We stir and stir each time before we pull out a receipt or email entry and we involve several in the drawing process. Sometimes directors help. Three customers were lucky enough to win twice this time, although most contests never produce multiple winners. Even with the three duplicates, 77 people won 80 prizes for a very Merry Christmas. In the spirit of "fairness to all", there is no limit because we don't believe customers should be disqualified from winning the Grand Prize simply because we pulled one of their many receipts from the bin to win a \$10 Café coupon earlier in the drawing. Hope this information helps.

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

- Fruit tasted like onions again this morning (*we shared with and trained the appropriate staff*)
- Can I get the recipe for the Korean meat, pickled cucumbers and mango salsa? (*we supplied as you requested*)
- Thanks for the quick reply in helping me book the Sun Room for an event and for teaching me how to reserve myself! ☺
- Great performance by RHC staff at the Dialysis Christmas Party. They did an excellent job, going above and beyond...smooth!
- Thanks for your NEO presentation and the lunch coupon (the special of the day was GREAT ☺).
- Red Chili was stringy and Frybread was greasy – yecch this time, but usually good. Just wanted you to know.
- Thanks for your help with our Holiday event...we had extra people show up and you accommodated the add-ons quickly! ☺

## **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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