



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts February, 2015

Is it safe now to use our credit/debit cards in the Café? Yes, and we apologize again for the confusion back in November and December. When ARMARK installed new cash registers about Veterans' Day, the outside vendor doing the installation supposedly programmed them to automatically "batch out" the credit card receipts on a daily basis. (Previously, this had been done manually). Unfortunately, that process was not successfully completed, and the credit/debit charges began accruing for everyone for nearly a month. We give thanks to a customer that noticed their charges weren't going through on their debit card and asked us about the problem. Where individual customers had problems with overdraft or other bank fees, we reimbursed them for those charges and/or assisted in getting their banks to remove and/or reduce them. Thanks to all for your understanding and patience while we corrected this unfortunate problem.

Welcome back to Yvonne Taylor! Those of us that have been Café customers for a while are glad to have her smiling face, good customer service and delicious hand-made tortillas back in the Café! And, she knows how to work the grill to help speed things along in the morning if needed... Thanks for the kind words! Yvonne is indeed back making tortillas at the Café grill, taking over Cynthia Burke's spot after she was promoted to Café Office Manager. Welcome back Yvonne!

Thank you for your presentation at the New Employee Orientation yesterday. This is the first organization I have worked for that has taken the time to assist new employees in understanding the community. That means a lot. Thank you for the reusable bag, soda and coffee cups. Thanks for the kind words. The Café has been honored to be a part of the NEO presentations since shortly after we opened nearly six years ago. In promoting our SRPMIC recycling initiatives, we offer each new employee a "Go Green" canvas carrying sack, a 20 oz reusable coffee mug, and a 32 oz refillable soda cup. If you've lost yours or need a replacement, [email Paul](#) and he'll see what he can do to hook you up.

All excited about the Cooking Light Promo (on the calendar) – but haven't noticed any Cooking Light items promoted on the Café line items! I use the magazine top 25, so was really looking forward to it. Are there any Cooking Light items coming up we should know about? Glad you like them and thanks for asking. We actually did offer some of the Cooking Light items as promoted on our Monthly Calendar, but didn't do a fantastic job of promoting them in our daily literature. There are more scheduled for February, and we'll take a "do-better" slip in letting folks know what to look for. Thanks again.

THANK YOU for all of the ingredient rotation at the salad bar – fantastic variety with the new salad of the week! Glad you like it and thanks for the kind words. There is a new Salad of the Week at the menu bar, which means different items available on a weekly basis. We've had Mediterranean, Mexican, Greek and others. Keep an eye out as the variety/rotation continues!

As often as I can, I go to Round House for the tuna sandwich. I love it, it's the best tuna I have ever had. I was wondering if you could share the recipe? Glad you like it. We sent you the recipe. Hope it tastes as good at home as it does in the Café. Thanks for asking and glad to help.

Have you ever thought about having a breakfast Pizza? Thanks for asking. Yes, we have tried both breakfast pizzas, Calzones and/or Stromboli. We had a few logistical issues with cooking times, storing, display, but the bottom line for us was they just didn't sell. Perhaps we will try them again in the future. Stay tuned.

Thank you! Thank you! Thank you! You must have read my mind. I've been thinking about the Chicken Chilaquiles from the RHC and low and behold they are on the menu today! © Glad you like them. They are in the current menu cycle and should come up about every four weeks. They were probably bumped and/or passed over during the holidays, so it was, indeed, a very long time between serving them.

Would you ever think about serving a lunch buffet in the Café, maybe like Sweet Tomatoes? I'd be willing to pay \$10 or \$12 for that type of spread. Thanks for asking. Logistically, the request presents some challenges, especially in an "all you can eat" type environment like Sweet Tomatoes has. We'll discuss it with our Café Focus Group and see if it can be done. Stay tuned.

Seemed like you were out of Chocolate Milk forever... One of our chilled display cabinets was waiting for parts and repairs. It is back up and running, so all dairy products should now be fully stocked.

(NUMEROUS COMMENTS) Thanks for the puzzle challenge. It was a nice change... You could do the puzzle challenge like once a month instead of just once a year... Thanks for not having the contest puzzle available for practice this year – that makes it much fairer for those of us that can't make it over to the Café to practice!... You guys sure know how to make lunch time fun... Great job! I think everybody enjoyed that! Thank you ALL for the kind words. With 175 SRPMIC employees on 46 teams competing during four sessions, it is definitely one of the most popular contests we run all year!! We'll do it again next year!

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

- Breakfast biscuit gravy a little too buttery today
- Menu said Steak and Eggs for breakfast – there wasn't any! Disappointed...
- Thanks for finding my black ASU cap and setting it aside...and...thanks for finding and keeping my water bottle for me...
- I asked for something special/extra at Ernesto's MTO salad, and he said "sure" – good customer service! Thank you...
- For those of us that do not want/like whipped cream, could you PLEASE put out some plain pudding and Jell-O?
- And...Don't like the whipped cream on some desserts. Scraping it off seems like such a waste...
- Was having trouble placing a catering order through your on-line site...Dan got me squared away. Thanks.
- Chicken Pot Pie filling turned into Cream of Chicken Soup...money saving idea – and boy oh boy was it delicious. Thanks!
- You've been out of Coke for over a week now...(Apologies, storage space and Coke deliveries don't always coincide)
- Line got long at the cashier this morning and nobody helped. Very frustrating. Felt ignored...customer service is key.

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

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