



Round House Café Customer Feedback

Questions, Comments and Answers

We appreciated your help in making our (Road Runner Retirement Park) Mystery Trip (for 112 guests) a success. Everyone enjoyed the food. Sounds like you will have some new customers as many people hadn't been over there (to the Round House) yet. Thank you again for all your great help. Dick Rud and Joan Buske, Trip Coordinators You are welcome. We had a fantastic time hosting you on one of our busiest days ever, as we were also hosting the Ag Lease payouts. You are always welcome at the RHC.

We ordered a veggie tray for our afternoon meeting for 12 guests. For the price we paid, it seemed skimpy and unattractive. We could have gone to Albertson's and gotten a much larger assortment for less money. Thanks for letting us know. We are very sorry you were not satisfied, offered you our apologies and eliminated your bill. We hope you will try the RHC catering again. To see our updated Catering tri-fold menu, [click here](#).

I got the vegetable beef soup today. Overall it had a good flavor but some of the vegetables (celery, zucchini) weren't cooked all the way and also some pieces of the beef were a bit tough like it needed to cook longer. Thanks for letting us know. We spoke with the Chef and provided your feedback and we'll take a do-better slip for next time. We offered you a free replacement soup. Thanks again for letting us know.

Diet Mountain Dew Fountain update. We replaced Sprite Zero with Diet Mountain Dew. Sales have been brisk. Thanks for the idea!

Is the Ranch dressing made daily? It has been 'runny' lately and the Light Ranch has a horrible taste to it. Can the cafe try another light ranch product and at the same time make sure the Ranch is more thick than watery? Thank you. Thanks for the feedback. The Ranch Dressing is prepared daily and we apparently weren't following the recipe exactly. We'll take a do-better slip and see what we can do about thickening it up, and check to see if we have access to another "light Ranch" brand. Thanks again.

I'm concerned that the fish chowder today was too good. There must have been some crazy do-das in there to take me back to my youth out East. I need that recipe including all the do-das – seriously, or else! Thanks for the kind (and threatening!) words. We get lots of good feedback about our soups, and especially the clam chowders. You wrote about the Crab Bisque on 2/17. We sent you the recipe today and will publish it in a future "Recipe of the Week." Thanks for asking. In the meantime, click this link to see our recipe for [Manhattan Clam Chowder](#) (the red, tomato-based one).

I thought my co-workers were playing a prank when they told me I got free lunch in the Café on my birthday. Thanks for giving each of us a boost with that kind gesture once a year. I enjoyed it. You are welcome. Happy Birthday!

I had the Banana Foster with my Chicken Creole and the bananas did not have any flavor and they were hard as rocks. There were only two slices of banana that were edible, the rest I threw away. Thanks for letting us know. You took us up on a credit towards a future purchase. We apologize for the poor experience.

Does ARAMARK post its job openings on the Community's HR website? Or do they have their open positions posted on their ARAMARK website? Thanks for asking. There are two types of ARAMARK openings. "Company-wide" postings for salaried managerial positions (open in a variety of locations all over the United States and the world) are posted on their own ARAMARK website; much like SRPMIC posts our jobs on our website. ARAMARK hourly positions at the Café are filled through our HR department which has an ongoing stack of applications should a position become open. These positions become open so infrequently that HR only posts them on its site occasionally. Hope this information helps.

I am handicapped and visit the Café often. The latch in the men's room handicapped stall has been sticking for some time. It is difficult for me to lift the door to get it to close. Can you get that fixed? Yes! PW fixed it immediately upon your request. Thanks for bringing it to our attention.

I love the fresh Pico de Gallo, but you haven't had it for awhile. Thanks! Glad you like it! We made a batch this week and will try to do so more often.

Can you please explain the tax rates being charged in the Café? I thought Community members are supposed to be charged less? SRPMIC tribal members that show ID (our cashiers do not request ID, it is up to members to show it) should pay only 1.65%. Customers that are not tribal members or do not show ID pay the entire 8.95%. Our sales tax rate is scheduled to revert to 7.95% in May.

Why don't you have more sugar free dessert options? We used to have sugar-free cookies every day, but lately it seems we just have sugar-free Jell-O. Thanks for the feedback! We put sugar free cookies out the next day and research other sugar-free dessert options. Thanks again!

Kudos & Clouts (Customer Comments and/or Suggestions)

- Burgers and Dogs outside on the grill were delicious Thanks for all of the activities – the home run derby was just plain fun
- Can you please make the Café seating area a little warmer? Been cold in there lately. (We did. Thanks for letting us know.)
- My cornbread muffins were soaked with oil (we provided you with replacements on a future visit. Our apologies)
- New fresh-brewed tea is fantastic; thanks for bringing back the brewed iced tea; you are my hero; the tea is two thumbs up!
- Can we get Blue Monster? (It is not an ARAMARK product; but it is now available in the Café vending machines!)
- The grapefruit I got today was rubbery and had not taste (Our apologies. We gave you a refund)

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

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