



# Round House Café Customer Feedback

## Questions, Comments and Answers

**Where can I find nutritional information for Café menu items?** Thanks for asking. We do not have nutritional information for ALL items served in the Café, but the menu items we DO have nutritional info for are underlined on our website. If you have a question about a specific menu item (as you did – Spinach Tortillas), just email [Barolli-Daniel@aramark.com](mailto:Barolli-Daniel@aramark.com)

**The cucumber, jack cheese, apples, with sesame vinaigrette was delightful. I wish I had gotten a bigger cup. With the hot weather coming soon, I can really appreciate a good cold salad that's not too overpowering.** Glad you liked it, and we agree. We are trying to come up with more “fun” salads for the Quail Run Express middle island. Chef Laron does an excellent job creating a wide variety of enticing salads. Stay tuned for more!

**I enjoy oatmeal for breakfast but frequently the pot is empty by the time I get to the cafe. Unfortunately there are some employees, like myself who can't get away from our work stations early, so why not make another small batch to replenish the pot when it appears to be low? I have also observed other customers' disappointment at finding an empty pot.** Thanks for the feedback. You are not the only one. Based on the feedback from yourself and others, we have recently made some adjustments to the morning Oatmeal production which should eliminate “empty pots” going forward. Thanks again for letting us know.

**I have a complaint about the cottage cheese. It tasted horrible, it was runny, it looked bubbly, and I asked for and got my money back. I was told this is a new product from a new company. If that's the case, PLEASE go back to the other kind. Thank you.** Sorry about that. We didn't do it on purpose – the product was substituted for our regular brand. We are back to normal now. ☺

**I like the classic rock, but lately it seems to have gotten very "soft" in terms of volume. I could hardly hear it this week above the lunch crowds. FYI.** We turned it up at your suggestion. Thanks. We will continue to monitor and adjust as needed.

**Went to get the beer-battered fish at 12:15 – AND YOU WERE OUT! Seems to me if you're going to have a special, you ought to have enough to get through the lunch hour. Not good in my opinion.** You are right. We simply misjudged the popularity of the beer battered cod and had to offer some disappointed people a substitute. We doubled our order the next week and have not run out since. Sorry about that – and thanks for letting us know.

**Is it just me or does the chorizo seems like it has a very fine sandy like substance in it?** Thanks to your feedback, we are going to try Chorizo from some other suppliers. Stay tuned!

**We went to the café to try the green posole. It was delicious. We also tried this most delicious salad made with broccoli, raisins, cherry tomatoes and cheese. The service was really great as well. Thank you for sending the ad (email) every day.** And thank you for the kind words. We will pass them on to our staff.

**I came down at 1:35 pm and went to the deli. The worker told me the deli was closed and they could not make me a sandwich, even though all of the ingredients were still out there. All I could think was "Really?"** We are very sorry that happened. Sometimes we hear stories of the exact opposite – where one of our workers went out of their way “after hours” to help a customer out. We have spoken with the staff regarding the necessity to serve our guests “while” we clean-up, instead of just saying “we're closed.” Again, our apologies, and thanks for letting us know.

**I know ice cream goes away for the winter – but could you bring it back before it starts hitting 100°?** We're planning on bringing it back about May 1<sup>st</sup> this year, which is 30 days earlier – at your request. Watch for “Sub Zero” ice cream during the [Café's Third Birthday Party](#) the week of April 13<sup>th</sup> – probably on that Friday.

**Instead of just having a Stir Fry, why not have three pre-made entrees and ask folks if they'd like 1, 2 or 3, like at a Chinese take-out restaurant (Panda Express)?** Good idea. Watch for it soon! Orange Chicken, Beef & Broccoli, Sweet n Sour Shrimp? ☺

### **Kudos & Clouts (Customer Comments and/or Suggestions)**

- Love the China Mist
- You haven't had the Beer-Cheese Soup in awhile – *please?*
- Loved the “Crunch” Salads. Chicken Gazpacho was excellent
- Thank you for serving the “Lucky Charms Bars” during St. Patrick's week. Mmmmmmm good!
- How fitting that somebody named “Patrick” (*Dallas of OGC*) won the St. Patrick's Day prize!
- I would like to request whipped butter please (Thanks for the idea. Stay tuned.)
- Love the Cajun foods – Shrimp Po' Boy and Catfish are delicious!
- With the exception of Mr. Grey, I think most of the male employees in the Café could SMILE a bit more! ☺
- The Swiss chard salad was really good...
- Could we get some protein power drinks? (Good idea. We will be ordering soon).
- We are on a special diet and need Green “Naked” Juices. Can you get them? (We did – they are on sale now).
- Could we get Diet Pepsi in the CDD break room? (We asked the Vending Company and he said yes. Very soon.)
- The beer-soaked pot roast (Thursday before St. Patrick's Day) ROCKED! (We received MANY similar comments. Thanks!)
- The pastries should be under some sort of cover. Every time I think about getting one there are flies.
- Always seem to be running out of lemon wedges at the drink station lately. (Thanks – we'll do better!) ☺

### **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](mailto:Paul.Johnston@srpmic-nsn.gov)

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