

Call 480-362-7462 or 362-5537



Longmore just south of Osborn



Next Lunch & Learn is Mexican, Tues. Aug. 23rd. Sign up on Breeze; Next Evening Meal is Thurs. Aug. 25th, 5 to 7:30 pm

Questions, Comments and Answers

The flyer you provided here at Shadow Mountain Village is working to bring you business. Five of us ate lunch Friday at THE ROUND HOUSE, and we all agreed we will be returning as well as spreading the word to our families, friends and neighbors. I really enjoy getting the daily emails and appreciate knowing about your restaurant. Thank you so much, Sandra Johnson and Roger Lindsey Thanks for the kind words! Glad you like it. Another great idea implemented through the Café Focus Group!

When can we buy T-Shirts with "EAT, EAT, EAT" on it, as that is all we as employees seem to be doing here at SRPMIC. We receive the day's menu on our screens every morning and the extensive catering for meetings. Suggest an all you can eat lunch, since it is subsidized. Thanks for the feedback. We are having a buffet dinner at our evening meal scheduled on Thursday August 25th. Hope you can make it.

Hurray for the Ice Cream! Now can we have the Cold Stone cup size one or soft serve maybe? I love McDonald Soft Serve Plain Vanilla for \$ 1. Match it? Glad you like. We had soft serve when we opened. It didn't sell and we threw out more at the end of the week than we sold, so we had to remove it. Hope you find the novelties a "cool" substitution. Cold Stone cups should be available soon.

We came to the evening meal, but had a bad experience. Could we get our money back? Absolutely. We issued some of you credits for future visits, and some of you cash. Thanks for coming and thanks for the feedback. We are here to please.

How was the decision made to move the ATM Machine to Building B? Was it driven by employees or Community Members? Thanks for asking. About a year ago, the 20-member Café Focus Group (about half of which are both Community Members and employees) received several customer requests to have an ATM in the Café. After several months of discussion, the group decided that installing a machine in the Café was not practical for several reasons – the main one being the Café closes at 2:30 pm weekdays and is not open on weekends.

We then sought an exterior location to install an ATM close to the Café. Several sites and logistics were considered, including weather and security (rooftop camera angles) and the location under the overhang near Building B was selected. The Focus Group involved ACM Andrews, VP Harvier and Acting Admin Director Glen Law in the process. Bank of America was gracious enough to grant our request.

To say the decision was driven by "employees or Community members" is hard to answer, since so many employees are also Community Members. Additionally, more and more non-employee Community members are using the Café every day. The new location is convenient for both Community Members and employees, being centrally located for most Two Waters visitors (Finance, Admin, OGC, HR) and those that work here. Hope this information helps.

Employees working the off shifts are unable to enter your contests which I feel is a disadvantage to us just because we are scheduled other than day shift. Thanks for your comment. The drawings and giveaways were started by the Café Focus Group last December and are specifically called "Customer Appreciation" events – to thank our customers that use the Café on a regular basis. Our tracking shows that these events are driving sales – that is, when we run an event, sales have increased over the same period a year ago by as much as 40%.

Those working off shifts that feel "at a disadvantage" should remember that the Café is open to the public. We have many officers, DOC, PW and fire fighters that come in for lunch, even though they are scheduled to work the off shifts. Some even come in to eat on their days off.

School employees, community members, non-employee visitors, workers from Chaparral and SCC, seniors from the retirement communities – many, many customers use the Café even though they do not work here at the Community on the day shift. Three of the winners in the Father's Day drawing did not work for the Community. The contests are open to all Café customers. Come on in and join us. Thanks again. Hope this information helps.

Kudos & Klouts (Customer Comments and/or Suggestions)

- Gravy for the biscuits was yummy this morning!
- The ARAMARK staff did an outstanding job, as usual, on our recent visit
- BBQ Chicken I got outdoors was still pink inside
- The Beer Cheese soup last week was the best I ever had
- Chicken Parmesan portions seem to be shrinking! Last one I had was dry or overcooked.
- Thanks for the Bronto ribs. Deee-licious! Leftovers at home were fantastic as BBQ sandwich for dinner!
- I enjoy reading the Café feedback; I like that ARAMARK values customer feedback and is transparent with issues and concerns
- Been noticing more visitors from outside, which is a testament to the quality, service, and value at Round House
- I really like the Side Salads in the \$2.30-\$2.80 price range. Helps me make healthy choices when I am in a hurry
- Stir fry was delicious today!
- There was no regular iced tea this morning. (Thanks for letting us know. We fixed some right away).
- The bread for my toast this morning was moldy. (Thanks for telling us. We replaced immediately. You didn't want restitution – only to let us know. Thanks again).
- Pizza in daily e-mail showed as \$1.99 per slice, but it rings up at \$1.49 (Thanks for telling us. We corrected).
- Drum for contest entries too small; no room for all the entries to spin freely (Best we could do with our budget! ☺)

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 Café. OR...
2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#). OR...
3. E-mail SRPMIC Food Services Manager Paul.Johnston@srpmic-nsn.gov

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