



Round House Café Customer Feedback

Questions, Comments and Answers

You and your staff do such an awesome job of celebrating the holidays and events throughout the year...by sharing of recipes, offering raffles, being so accommodating, informing us about the daily specials (with pictures...) – then taking it further by addressing the health benefits, offering cooking classes, supporting the departments in their fundraisers and supporting any/all events...This would be nothing without the friendliest of (service from) all your staff...behind the grill, to behind the register and behind closed doors in the kitchen! With much ado – Thank you for it all! That is by far the nicest “thank you” note any of us have ever received. It’s easy when you enjoy what you do, who you do it for, and who you work with. Thanks for making our day, week, month and rounding out the year! ☺

We were late with our order for department people “staying behind” from the employee holiday party at Talking Stick to provide essential services – and the Café got us meals for them anyway. Thank you! You are welcome. Some folks didn’t know the ordering process – so they weren’t able to get gift bags – but we made sure everybody that wanted at least received a hot, fresh, holiday meal.

Thanks for getting us all into the holiday spirit today with a home-cooked meal! The cold weather was the perfect added touch. Happy Holidays to you and your hardworking staff! Glad you liked the “stay behind” meals – and we are happy to provide them.

There are no comment cards at the condiment station. How can you get comments without cards? Most of our customer comments come via direct emails. Others (like yours) are received as verbal suggestions and or observations. Still others are received via the Café website. (See bottom of page for feedback submittal options). All of that being said we were temporarily out of the cards, but have ordered some new ones. Thanks for noticing and letting us know. ☺

I bought a gluten free pizza and soda today. The pizza was awful – undercooked, cold and the flavor was not very pleasant. I was not offered any toppings and I threw it away because I could not eat it. – You contacted us through your Focus Group representative. Always let a Café worker know if you did not like something and we will gladly refund your money, provide you with a replacement meal and/or give you a credit toward a future purchase. We reimbursed you – and thanks again for letting us know.

I really enjoyed the build your own Mac-n-Cheese bar. Is it possible to have whole wheat noodles next time? Glad you enjoy the Mac and cheese bar. We can definitely try a whole wheat pasta option next time. Thanks for the suggestion.

(HR) raised \$451.55 today at our bake sale in the Café. It will go towards our holiday party...fund. Also a big thank you to...the Round House Café for getting the word out and letting us sell there. We appreciate the support. Thanks for the kind words. ALL DEPARTMENTS are welcome to hold events in the Café and encouraged to do so. Such events help raise daily Café sales, which, in turn, lowers the subsidy paid to operate the Café – making it a “win/win” for all parties concerned. Call us for details.

Could we get waffle fries in the café? I know they are served at the DOC. I think customers would really enjoy the option. Thanks for the suggestion. We already have so many options – including sweet potato fries, seasoned curly fries, regular fries, hash browns, and (periodically) tater tots (at another customer’s suggestion). With our limited daily clientele, it’s hard to have too much of a variety, lest we increase our waste at the end of the day. We keep trying to please everybody, knowing that we can’t. That being said, we will bring your suggestion up at the next Café Focus Group in January and see what they think. Stay tuned! ☺

Thanks to the Café for matching our charitable holiday gift certificates to the...Support Group...I know they will appreciate your generosity and we will mention the donation came from the Round House. You are welcome. Thanks for the opportunity to help.

Are your employees able to accept tips? Thanks for thinking kindly of our staff. As a general rule, we must typically discourage tip giving due to the fact that it may be considered unfair that ARAMARK Café employees would receive them, but SRPMIC employees who also provide many public services don’t. Thanks, again, for thinking of our crew. ☺

The special Holiday Prime Rib is SUPERB. I am eating it now. Thank you for making this so affordable and AWESOME! Showing my colleagues right now...sending them your way... Thanks to EVERYONE who took the time to write and/or verbally tell us how good the holiday meal was, in particular, the prime rib. We provide it as a special holiday “thank you” to all of our customers as a way of saying that we appreciate your continued support and patronage.

Thanks for all you do at the Round House Café. It has been a very good year with all of the activities and the department participation...You are very creative. Thank you again... Thanks for the kind words.

Kudos & Clouts (Customer Comments and/or Suggestions)

- I read the email news daily. What time do you get here in the morning? Just curious. (Usually between 5 and 5:30 am)
- Love the granola WITHOUT raisins! Thanks for having it! (Thank YOU for the idea. Glad it worked out for everyone!)
- Woo hoo! I’ve never won anything before! Thanks for the contests! (We have fun doing them. Glad you like)
- This morning’s oatmeal was too thick
- Thanks for bringing back the salad bar, even if it’s only for the WellPath challenge...some of us really like it
- With your (publicity/marketing) help, 24 people signed up for the (FD) blood drive, helping us reach 118% of our goal
- We got your coupons at the Road Runner (retirement village) and came to try it out. The Café and food is wonderful...
- The WellPath “Choose My Plate” Challenge is fantastic. What a great idea to start the New Year healthy! (Thanks to Andy Weiler and the WellPath team!)

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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