



Round House Cafe Customer Feedback

Questions, Comments and Answers

I received a white Round House Cafe refill cup at my new hire orientation but the bottom cracked, I really liked the cup but can no longer use it. I've been told I can get a new one there at the cafe? Is this true? Yes. Just see any cashier and explain the problem. They will assist in getting you a new one.

Thanks for bringing back the salad bar! Hopefully, enough people will use it that it can be a permanent decision. Great selection. I would eat at the cafe on a regular basis if the salad bar is an option! Glad you liked it. We are putting it out again the first two weeks of February and the Focus Group will review all of the numbers at its March meeting to see if it's something we want to do permanently. The first week of January, 87 people used the salad bar in 4 days. By contrast, about 90 people PER DAY visit the grill. So if you really like the salad bar, use it every day! Stay tuned. ☺

Your servers at the grill told me that I could get Tater Tots, all I had to do was ask and they'd drop them in the fryer for me. Yet, you don't have Tater Tots listed on any of the printed or digital signs. How can customers order something if they don't know it's available? Very good point. Thanks for bringing it to our attention and we will work to correct the situation.

Can we get diet Mountain Dew? At your request, we reviewed the customer use for each of our fountain beverages based on our own product purchases, and reviewed your idea with the Café Focus Group. As a result, Sprite Zero will be going away and we will replace it with diet Mountain Dew. We will make sure Diet Sprite and/or Sprite Zero are available in bottles in the Coke Cooler. Thanks for the idea.

I have an issue regarding the price increases. There was no real announcement or notice given. Thanks for your feedback. We adjusted prices in the Café effective January 3rd, the first day back from the Holidays, and we did not advertise those adjustments in advance. It is the first "overall" price adjustment we've made in the Café since we opened nearly three years ago and was necessary to offset our ever-increasing prices for the products we sell. Meat, produce and beverage prices are the most notable increases to us. The adjustments, and whether or not to give advance warning, were both discussed in the Café Focus Group. It was decided that, #1, the overall adjustments resulted in a less than 10% modification; and #2, other restaurants do not advertise price adjustments (i.e., when's the last time you saw a McDonald's ad saying "By the way, our prices are going up?") Yours was the only written feedback we received, and the cashiers, collectively, received only one verbal comment. Thanks again for the feedback. Hope this information helps.

There was a piece of corn husk or something in my cheese quesadilla. I think it might be a stem from green chili. Just wanted you to know. Sorry about that and thank you for letting us know. We do our best to avoid such problems, but despite our best efforts, foreign objects sometimes find their way into the finished product. Again, our apologies for the inconvenience.

Can we have Native American Tacos every day? Yes! Thanks for the suggestion. We will begin offering Frybread Tacos every day on Monday February 6th and see how they sell. Stay tuned.

Could we move the Thursday Cultural Sensitivity Training classes to the Sun Room in the Café? Maybe it would help raise your sales, and it would certainly help reduce the use of coffee in the break rooms! What a fantastic idea! We got with the training team, made the arrangements, and those classes are scheduled in the Sun Room at least through May. Thanks again! ☺

Been out of bottled Sprite for quite some time. What seems to be the problem? Thanks for letting us know. In this particular case, a variety of issues converged. A product order was not placed when it should have been. And then Coke didn't deliver on the day it was supposed to. To complicate matters, we didn't respond properly to your first email letting us know of the situation. The product has been ordered and 16 oz bottles are available in the interim. Our apologies, and thanks for your patience with us.

Your marketing is not very good. On one track you promote WellPath, but do disservice to it by sponsoring a puzzle contest. How many calories did the participants lose in this "no-brainer, move only your fingers contest?" An on-line [calorie counter](#) tells us that a 200 pound male "sitting doing office/computer work" for one hour burns 163 calories. This would be similar to the amount of mental energy used to do a puzzle. So, about 81.5 calories were used during the half-hour contest. Doing jigsaw puzzles is far from a "no brainer." There are hundreds of websites and medical journals that laud the benefits of adults doing puzzles, including how well they help Alzheimer's patients. The puzzle challenge was approved by the Focus Group to celebrate "National Jigsaw Puzzle Day" which was on Sunday Jan. 29th. We approached WellPath coordinator Andy Weiler, who agreed that "mental fitness" is just as important as "physical fitness", and so it was decided to award 10 WellPath points for participation. 80 employees joined in the fun. Hope this information helps.

Kudos & Clouds (Customer Comments and/or Suggestions)

- The cashiers are ALWAYS very pleasant when I'm paying for my purchases and when I'm just asking a question.
- The raisins are back in the Granola. (Wrong product ordered. We're working on it. Thanks.)
- Update: We are going to get in some Waffle Fries and offer them at the grill. Thanks for the idea. We'll see how they sell.
- I have to take a minute and tell you that the Swiss chard salad today by the soup station was absolutely delicious. I loved it!
- The outdoor BBQ Friday was fantastic. Steak Sandwich was great; had some of my wife's ribs – DE-licious. Thanks!
- Jigsaw puzzle contest was a blast. Thanks for having it and all of the other stuff you do to keep the Café fun.
- Pork Green Chile Soup and a fresh tortilla hit the spot!! Look forward to seeing the soup on the menu again soon.
- As always, the cafe staff provided great service with a smile :)
- We were late for breakfast, but Chef Ernesto made us some omelets anyway. Thank you for the great customer service.

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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