



Customer Feedback

Questions, Comments and Answers

The Round House Café Turns Two on Wednesday April 13th! [Come help us celebrate!](#)

Why were the printable coupons removed? I used them a lot. I still get the ones from the newspaper, but the paper is not printed often enough to keep up with my daily café visits. I typically spend \$8-\$9 for my lunch and the on-line coupons really made a difference. Thanks for asking. The simple answer is economics. All of our foods are up in price (i.e., tomatoes are more than double a year ago) and our food cost has slowly risen from 42% of total sales to upwards of 50% in just the past several months. To help mitigate the rising food costs without raising prices, the Café Focus Group decided to curtail printed coupons except for the Au Authm newspaper ads (which do not expire until Sept 30, 2011). Additionally, the group extended the number of visits on the frequency card redemptions from 8 to 10, but the Café now gives two stamps for \$6 or more spent on any one visit. Again, thanks for asking. Hope this information helps.

The promos you've been running are great. And the King Cake (for Mardi Gras) tasted great with my coffee. And who can pass up a free donut? You guys do good work. Lots of fun stuff this past month. Glad you like the fun stuff.

I usually get the scrambled eggs from the burrito station with the shredded cheese on them. One scoop. The price has always been .75. Yesterday, when I went to purchase this same breakfast, I was informed it was \$1.14. .69 for the egg and .35 for a slice of cheese. I gave the breakfast back. I beg to disagree that the shredded cheese is equivalent to one slice of cheese. Therefore, why should the price go up? Thanks for bringing it to our attention. A miscommunication on our part. You are correct, and the price is still \$.75 per scoop of eggs – with or without cheese. Thanks, again.

Thanks for spicing up the holidays. We came in from Chaparral especially for the Corned Beef because we remembered you had it last year on St. Patrick's Day. Sure is nice to know we have a restaurant we can depend on. Thanks for continuing to choose the Round House.

Beth: your staff, the service and the yummy healthy food was all terrific at our catering. Thank you! Thanks for letting us know everything went well. [Click here to see some of our catering menus.](#)

We've been eating at the Round House during the basketball tournament. Everything has been excellent. The St. Patrick's Day luncheon was wonderful. Nothing but good news; just thought I would brighten your day. Thanks for the kind words.

I'm a new employee and wasn't aware of the birthday lunch policy when I purchased my lunch on my birthday last week (March 14th). Is there any way to apply the discount retroactively? If you happen to miss your birthday or next business day by a day or two, just come in and find ARAMARK manager Dan Barolli. He'll take care of you with proper ID. [Click here for "free birthday meal" details.](#)

I ordered two dozen tortillas to go and you guys didn't make them... You know this is par for the course with me, as far as the Café is concerned so I really don't have too much to say. And you even paid in advance. It was completely our fault. The written order was just missed. We apologized and made one of the dozen, and gave them to you for free, refunding your purchase price. We also offered you a free meal coupon which you refused. Again, our apologies. A missing order is never fun – especially when it happens to you.

Had your Asian stir fry, it was DELISH. And your egg roll was great too. Haven't eaten there for awhile and I'm glad I'm back. Thanks for the great food and the great customer service! Oh and the good cooks. Yummy! Our made-to-order stir fries continue to be very popular. We appreciate your kind comments.

I just wanted to say thank you for sending the daily e-mails out. They always look nice, have great information and I expect they help encourage employees to spend more time at the Round House Café. Thanks! Marketing 101 – keep people informed!

I suggest you move the cash register for the coffee area from the back counter to the front counter. It would make it easier for the cashier so they wouldn't have to keep turning around back and forth. This is a great idea! We are working with IT and electrical logistics to make it happen. Hopefully, we can make that change soon!

Click here to learn about [Thursday 4/21 Surf & Turf Meal](#). Click here to learn about [Classic Car 50s Night Thursday May 19th](#).

Kudos & Clouds (Customer Comments and/or Suggestions)

- The green dessert bars for St. Patrick's Day were delicious.
- No large cups at the soda machine this morning. (Thanks for letting us know. We fixed).
- The oatmeal was so thick this morning I could barely get it out of the container and off the spoon into a bowl.
- Hooray for Buffalo at the evening meal! Very lean and healthy (for beef anyway).
- I love the customer appreciation days – especially since I won! I've never won anything before. Thanks! ☺
- The green posole at the evening meal was absolutely delicious.
- I've attended all of the after-hours evening meals. Everything is great. The music and food are wonderful.

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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