

Call 480-362-7462 or 362-5537



Longmore just south of Osborn

# Customer Feedback

## Questions, Comments and Answers

Cinco de Mayo is the Café's busiest day of the year. [Come help us celebrate!](#)

**I love the ample selection of diet beverages you offer. May I suggest one more? Would it be possible to have a clear diet fountain soda like Diet Sprite or Diet Sierra Mist? Thanks.** This is a great idea and we were able to accommodate the request. Come on down and try Diet Sprite Zero recently added as a fountain beverage. Thanks, again, for the suggestion.

**I am a big-fan of Pizza Wednesdays. I really enjoy your crust and your sauce...arguably comparable to some of the best pizza in town...a concern would be that the pizzas sometimes are a bit too fancy... This past week, there were two pizzas under the heat-lamps: one with Broccoli and quartered-tomatoes (huh?), and the other with Pepperoni and sliced breakfast sausages (really?). My simple request is that (there be) one conventional pizza (pepperoni, cheese, or similar) available at any given time. Additionally, I would like to see pizza offered more than once a week, but understand if it is not a high demand item.** Thanks for the great feedback! We agree that we should have at least one classic pizza, like Pepperoni and/or Cheese, available at all times and have instructed the staff to make sure this happens moving forward. We also agree that breakfast sausage doesn't belong on pizza and will use it more appropriately in the future. You may remember that we used to offer pizza five days a week for nearly a year, but reduced it to Wednesday only based on waning popularity. We will revisit this issue with the Café Focus Group at our next meeting.

**I had lunch at the RHC today with a friend of mine. While I was eating my tuna sub I bit into something that tasted horrible and disgusting! Of course I didn't spit it out in front of my friend but washed it down with my soda. Twice I bit into whatever it was! It tasted something like a beet and was crunchy. It sure wasn't onions. BLAH! I was wondering what you think it could have been that perhaps fell into the tuna? I'm curious. Thank you!** Thanks for letting us know! We apologize for your unfortunate experience. Mystery foods are always worse when they happen to you. It is always difficult to determine what such things may have been without seeing them (or what's left of them!). It could have been an extra stringy piece of celery or red onion skin bit that was not good or perhaps a whole grain in the roll. As a precaution, we discarded the remains of the Tuna that was served to avoid any other issues. We strive very hard to avoid such incidents. We offered you a replacement meal on a future visit. Thanks again for taking the time to let us know. Some people just suffer in silence.

**Good idea on the upcoming RHC Cooking Classes, but I'm not a fan of Italian. Need some Mexican or Southwestern.** Our first class is Italian Pasta Primavera on Tuesday May 24<sup>th</sup>. Watch for Mexican cuisine at our next class in August. [Click here](#) to learn about the training, or log into Breeze for more info. Class sizes are limited – so sign up soon! ☺

**I was wondering what kind of yogurt is served in the RHC? Is it vanilla and nonfat? I'm looking for nutritional information in particular, but if I know the flavor and milk fat, I can make my best estimate of the nutritional info.** Thanks for asking. There is never a need to guess about nutritional info. Our WellPath coordinator Andy Weiler can determine nutritional content for just about anything we serve – so if you want or need to know, just ask. The RHC yogurt is Vanilla and is 1.5% milk fat. Hope this info helps.

**For our birthday discounts – I was actually out on my birthday AND the day after and returned to work today, am I still eligible for the discount?** Yes. Just see café management and they will take care of you. And Happy Birthday from the Round House! ☺

**Where are you located?** Thank you for pointing out that the promotional materials we've been printing did not include our address and/or phone number! We have updated our advertising flyers to include our address, phone numbers and – in some cases – maps. We are just south of Osborn Rd. on Longmore, right behind the basketball court. It says "Round House Café" on the building, which bears the number 10047. However, our address is 10005 E. Osborn Rd., Scottsdale, 85256. Call us at 480-362-5537 or 5538.

**Has there been any progress on an ATM near the Café?** Thanks for asking. We are awaiting final word, but we may be getting one soon. The process takes several months, including installation. Stay tuned.

**For the two year birthday celebration at the RHC I found that only high fat, unhealthy food items were freely distributed such as cake, cookies, ice cream and free soda, none of which are healthy, or low in calories. I find this in direct conflict with the SRPMIC WellPath initiatives. In addition, diabetes is rampant within the Community. It would be nice to have healthy food choices ALSO distributed during these events.** Thanks for the feedback. Being aware of the concerns you point out, we made it a priority that we gave away sugar free items for our birthday event. In fact, all of the cookies we gave away at the RHC birthday were sugar free and were advertised as such – both with signage at the event and in the e-mails promoting the activity. We apologize if none were available when you visited. Hope this information helps.

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

- Click here to learn about [Classic Car 50s Night Thursday May 19<sup>th</sup>](#).
- WHOOHHH!!!! I won! I've never won anything before! (You're welcome. We're trying to keep the Café fun!)
- You had some awesome vegetable soup at a catering recently. Will you have it again in the Café? (Thanks! Watch for it soon.)
- Love the \$1 coffee refills and Java City AND the refillable Two Waters mugs. Thanks!
- You should offer Happy Birthday and/or Retirement Balloons (Thanks – if we don't have, we'll order).
- Can't read the white lettering on the balloon sign (Thanks – we changed it to black)
- When will the RHC have Taco Salad again? (Cinco de Mayo for sure; should be served about every 3 weeks).
- Can we use the coupons, vouchers and frequency cards at the Evening Meals? (Yes!)
- Terrific lunch today, thank you (Café birthday)! Food was plentiful and delicious, free desserts ☺, and the music was great.

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

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