



Round House Cafe Customer Feedback

Questions, Answers and Comments

Lower the prices for refills and weighed items. My pocket book can't afford \$7.00 for a medium sized salad. And people should be rewarded for using their own cups (and the refill cups the Café provides) Thanks for writing. The Café is an employee benefit and the Community subsidizes the Café operations so that we, as employees – and our Community member guests – can enjoy nutritional meals in a convenient location at a reasonable price without disrupting our work day to leave Two Waters in search of nourishment. As an employee benefit, the food served in the Café is very similar to our health insurance in that it is up to us, as employees, to pay for part of the cost of operating the Café. Trying to balance good-sized portions with fair pricing is an ongoing effort we make every day. As to the specific issues asked about:

- Many customers find the “grab n go” salads for \$3.99 to be an excellent alternative to the salad bar
- There is a maximum salad bar price of \$7.99, so at \$.35 per ounce your salad would have to weigh in at more than one and a half pounds to “max out.” At that point, your “medium sized salad” could probably be considered a “large”
- The fountain/coffee refill prices are set at \$.99 for 32 oz and even less for smaller refills, well below first-time fill prices
- Using refillable cups gets you the lower fountain/coffee beverage price every time

Thanks for asking. Hope this info helps.

Could we get turkey sausage at the grill in the morning for the health conscious among us? Thanks for asking. We had turkey sausage when we first opened and it was not a big seller. As an alternative, give our turkey bacon a try. Ask for it at the grill. ☺

I have heard quite a few people compliment the tossed to order salad bowl you have once a week near the grill when they throw all this stuff together for you. good price. Thanks for letting us know. We have several different made-to-order salads in the menu cycle. Glad you like them.

I love the hand-made tortillas, but you raised the price on the breakfast burros with no meat! I'm disappointed. The old saying is “you get what you pay for.” And unfortunately, there is a premium to pay for the hand-made tortillas. We had to adjust the price so that all breakfast burros are now the same – no matter what you put in them – to help cover the cost of the extra labor involved in making the tortillas from scratch. Even with the adjustment, the Café burros are competitively priced with Community-made burros. Ours are a little more because we have to charge sales tax. Additionally, to help soften the blow, we offered \$1.00 off breakfast burro coupons in the Au Authm news for almost the whole month of July. Thanks for asking. Hope this info helps.

Will we ever have payroll deductions available as a way to pay in the Café? This question comes up from time to time. The quick answer is “not in the near future.” An alternative answer is that we continue to explore the possibility. There are many accounting, HR, payroll and IT hurdles that make implementation of payroll deduction difficult. Another side obstacle is “shock”. At cafés where I have seen companies use it in the past, people get their paystubs and say “WOW! I didn't know I was spending THAT much in the café!”

The cashier charged me more than the posted price and then changed the sign...I hate spending my hard earned money on bad service! We apologize and thanks for letting us know. We issued you a credit for future visits. You should always be charged the published/posted price, especially if the error is in your favor. If we accidentally posted a price that is too high, you should still be charged the lower price at the register. The sign can always be changed – and you should be thanked for pointing out the problem in addition to receiving the lower price! Again, thanks for letting us know.

Kudos & Clouts (Customer Comments and/or Suggestions)

- Add barbequed Oatmeal to the breakfast menu. (For those that wish to try it, there is BBQ sauce available at the grill).
- Strawberry Lemonade is too sweet. Way too sweet. Weird taste. (We'll check into it).
- Thank you for the small/half-sized Grab 'n go salads. They're just my size and very reasonably priced.
- When serving Black Eyed Peas (soup) the Pima way is to serve fry bread with it (Thanks for the idea. We did it!)
- The girl cashier is so nice and friendly all the time. I forget her name. Tell her thanks! (It's Juline. We'll tell her.)
- Egg noodles have been cooked to perfection lately.
- Love the frequency cards. Just got my salad bar for about half-price. Thank you!
- What happened to the Banana Muffins? (They're in the cycle. Watch for them).
- I love the fresh-made sub rolls and bread at the deli
- Why don't you sell popcorn packets for the microwave? (Supposed to be available in vending machines).
- No more Caesar dressing on the salad bar? (We'll check into it. Probably an oversight. Thanks).
- Pre-made Chicken Caesar was horrible. (We gave you a refund. Thanks for letting us know).
- Thanks for posting the Café prices on the Connections Home Page.
- Seasoned fries at grill were amazing. Very yummy. Offer more often.

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. Visit the SRPMIC Connections intranet home page. At the bottom of the right column, click on the link that says “Round House Cafe”. On the next page, click on “Round House Cafe.” On the next page, click on “Feedback.” Then, fill in the blanks. **BE SURE TO INCLUDE YOUR E-MAIL ADDRESS**, name and/or phone number if you want a response. We have received several questions and/or comments that we were unable to answer because we didn't know who sent them. (To skip the process and arrive at the feedback page, [click here](#)) OR...
3. E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov

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