



Round House Cafe Customer Feedback

Questions, Answers and Comments

I hear we make our Tortillas with pure lard. Most Community members use Crisco or oil. Could we try it? Thanks for asking. As promised last month, we have since experimented with both Canola Oil and Crisco – and have switched to Crisco. Thanks, again, for the suggestion.

The free cake and ice cream were nice surprises and rewards; it is nice to see we are using Cold Stone ice cream for special occasions. It shows we believe in supporting each other's business success. Cold Stone (Kahala Industries) donated more than 1,500 cups of ice cream to our Native American Days celebration and our Fall Overhaul employee picnic. Their corporate headquarters is located on Community property. We are grateful for their support in these Café and CDD events. And it was very good. ☺

Paul – I wanted to thank you as an SRPMIC employee for being dedicated to the efficiency of the Round House Café. It's refreshing to see so many activities and innovative ideas come from your shop that encourage wellness and Community. My condolences to the family and all of the co-workers of James Johnson. I wish them well. October was definitely a busy month. And fun. Thank you for your kind words and continued support. As a group, we raised more than \$800 for James' family. His mother April wishes to express her gratitude to all that lent support and prayers during their family's difficult time.

The last few months the chili you guys make at the grill has been great, but it doesn't show up in the soup area on a very regular basis. Wish the "grill" chili was available as a soup. We appreciate the suggestion. We have added the "grill chili" to the three-week menu cycle as a soup. Watch for it in the rotation.

I went to the Café today and there was no salad bar. What happened to the salad bar? Is it coming back? We discontinued the salad bar for lack of use (average 15 per day) vs. the labor required to produce it (one full time employee). The decision was reached with the assistance of the Focus Group after several months of discussion and statistical research. We understand that some people are disappointed, yet we have received only two verbal and one written comment regarding the salad bar. In fact, the salad bar had been gone for 10 days before anybody even asked about it. With the variety, availability and popularity of the less expensive grab n' go salad options – and the extreme popularity of the once a week made to order salads – it just did not make economic sense to continue providing a station that so few people utilized.

Are AMP drinks really \$3 each? I can find them on sale for as low as \$1.00 to \$1.50.... Thanks for asking. At your suggestion, we checked around and found that – while our prices for such items might be slightly higher than an "on the run" store, or more especially volume stores – we are comparable for the convenience offered and, more importantly, the lower volume we sell. Storage is a big issue for us – we do not have a lot of space, so we cannot stock a huge inventory. Thus, prices for these items may be the same or even a little higher than the outside world.

I don't eat a lot. Sometimes the menu items look really good, but the portions are huge. Would it be possible to get half portions? Thanks for asking. The Café Focus group considered this issue. The answer is – it all depends on the entrée and/or item. ARAMARK will make a decision on a daily basis to determine if half-portions would be feasible. As customers, all we have to do is ask. If they can do it, they will. Thanks, again, for the suggestion.

What happened to the drink rewards card? Buy 10, get 11th free? They just stopped. Thanks for asking. It was a promo started in April with the "Drink to the Earth" mugs. Simply, we ran out of the coupons ARAMARK supplied with that specific promo. We are going to print our own and start the drink rewards for all beverages. Watch for the new coupons soon. Thanks for the suggestion.

I purchased a Turkey & Bacon Wrap (from the deli). I noticed the bacon had coagulated grease on it. I almost told the person I didn't want the bacon after seeing the grease, but decided maybe it wouldn't matter. After coming back to my office to eat my lunch...and smelling the grease...I had to remove all of the bacon...to eat it. Serving this (greasy) bacon was not such a good idea. Thanks for letting us know. As a result of your feedback, we have implemented a new process for bacon on sandwiches at the deli. There should be no more coagulated grease. Thanks for the feedback! It truly made a difference.

I was quite disappointed with the taco salad today...the rice was...crunchy and the shell was way greasy... Thanks for letting us know. We issued you a full credit for a future visit. Thanks for your continued support. If we don't know it's broke – we can't fix it. ☺

Kudos & Clouts (Customer Comments and/or Suggestions)

- Who made the beans (Native American Days)? They were awesome! (Denise made the beans. ☺)
- Your posole is very tasty. I love it. Could you serve it more often? (Now available daily, red/green on alternating days. Thanks!)
- Your Cafe E-mail News is always interesting and informational
- Would it be possible to serve cake more often? (Sure – we have added some to the menu rotation).
- For your football promos – you couldn't find anything to represent the Steelers? (Who are the Steelers again? ☺)
- Daily specials and variety are outstanding; the Café staff is friendly and accommodating...
- On behalf of CDD, thank you. The (Fall Overhaul picnic) was a perfect day. We appreciate the team work.
- David at the grill always gives me great customer service and makes OUTSTANDING omelets in the morning
- The outside tables need to be wiped down more often. (Actually, Galvino from Merchant's cleans them twice a day)
- Bring back that Tropical Tea – it was delicious!
- The veggie burgers at the Fall Overhaul were very good. The whole lunch was delicious.

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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