



Customer Feedback

Questions, Comments and Answers

Can we get an ATM put in the Café? We talked with two different banks with the same result. "Not interested." So for now, the answer is no. The only ATM on site is the current Bank of America one located near Youth Services.

The water from the fountain soda machine tastes funny, very hard. Does the filter need to be changed? We are very glad that you asked! Upon investigation – we found that there are NO FILTERS on the water lines to the soda machine! Per your observation, we had Eco Lab come out and install some. Thank you for noticing! The water lines to the ice machine on the soda machine have always been filtered – but not the lines to the fountain heads. Thanks again.

I think I was overcharged for my tacos. I am always a little confused by the pricing...and your cashiers seem to struggle at times as well. We checked into your specific concerns and, in fact, you received a refund. We are not perfect and always appreciate folks letting us know how we can improve. We are working with our cashiers and striving for pricing consistency.

To see the most current Round House Café price list, [click here](#).

You guys work really hard to make sure that things are going well. Your efforts are acknowledged. Great job!

Thanks for the kind words. We appreciate the opportunity to serve everyone and our customers' continued support. Satisfaction is always a primary goal.

Red Chili Posole was delicious today, but I tasted a little lemon – usually should be on the side. Thanks for the input. We adjusted the recipe according to your suggestion.

I think ARAMARK is doing a good job. It's only a matter of opinion if something seems too salty, sweet, mushy, watery, etc. Keep up the good work. Again – thanks for the vote of confidence. "Pleasing everyone" is an unattainable goal – but we keep trying.

I agree with the person (last month's feedback) who stated that (some) employees treat friends/family better than other customers. Everyone should be treated equal. However, you have one employee that treats everyone so nice. I do not know her name. She works the cash register. She is a very friendly person. Thank you – that is Juline Goodwin who always smiles and encourages each of us to "have a blessed day." We appreciate all that she does to make Café customers and guests feel welcome. Thanks, again, for noticing.

Can you please stop putting bell peppers in the chowders (especially the clam chowder but also the corn and potato chowders)? Those of us from the east coast aren't liking the Southwestern flare added to a classic! Duly noted. Thanks for the feedback. ☺

I just wanted to say I tried the red posole yesterday and it was great. You and your staff are doing an awesome job with the cafeteria and serving some delicious food. Thanks! You are welcome! We appreciate your business.

The variety of food choices between Christmas and New Year's seemed narrow compared to usual. You are right. Because of the anticipated number of employees taking leave, we managed both our labor and menu to meet expected lower demands. We'll take your comment as a "compliment" to the menu offerings the other 51 weeks of the year! ☺

Kudos & Clouts (Customer Comments and/or Suggestions)

- Love the new music and speakers.
- The tacos today were very good.
- I had a problem and you promptly resolved it. Thanks.
- The new sub prices rock. Not quite Subway – but you're getting there.
- Red Chili Posole is delicious. I tasted a little lemon – usually should be on the side.
- I am eating the Chicken Parmesan from the Café and it so good. Let the cooks know good job! Thanks.
- The benches and tables outside are sometimes very dirty. (Our on-site PW contractors clean them daily -- FYI)
- The holiday prime rib meal was not only a thoughtful, special treat wonderfully priced – it was delicious!
- (Another one...) The Prime Rib was so good and a great value. Thank you to you and your staff.
- Follow up: A bulletin board will be installed soon next to the Java City "roll up window" in the lounge area.
- "The holiday decorations and music really set the mood" ...and... "Enough with the holiday music already!"
- Thank you for your help with the Christmas Angel project...;

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](#)
3. E-mail SRPMIC Food Services Manager Paul.Johnston@srpmic-nsn.gov

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