



Customer Feedback

Questions, Comments and Answers

The sub roll for my tuna sandwich was hard and crispy. Why was the bread so hard? I didn't have time to go back... Thank you for letting us know. We issued you a credit. The sub rolls are baked fresh daily, it may have been overcooked; sometimes the end loaves cook more than the others on the pan if they are not rotated during the baking process. Staff has been instructed to insure this step is followed to avoid overcooked bread. And of course, we do not serve "stale" or hard bread as a matter of practice. Thanks, again for letting us know.

How do I order your chumuth (handmade tortillas)? Call ARAMARK at x5537 or x5538 before 9:30 am and place your order. They are made fresh daily, \$5 for 6, or \$9 per dozen.

What happened to the monthly coupons? Thanks for asking. The coupons didn't go away – they are just in a different place. Round House Café coupons are now available in every edition of the Au Authm news. Get your copy today – and get your coupons, \$1.00 off purchases of \$4.00 or more; Breakfast Burros for \$3.50, including tax.

When you have menudo and posole on the menu, could you please provide chopped fresh jalapenos at the condiment stand along with the lime, radish, and cabbage? Thanks for the input. We apologize that you did not find Jalapenos for the soup. Even with nine Community Members on staff, we were not aware that Jalapenos were a traditional topping for Menudo or Posole but it sounds delicious! We do have Jalapenos everyday at the grill and would be more than happy to chop them for you on request. Thanks again for the feedback.

(The Evening Meal was a) great event. Food was fantastic and the entertainment was outstanding; and the kids had somewhere to play. Thanks for the kind words. Nearly 300 guests enjoyed the activity. Next evening meal set for Thursday February 24th – [Italian Night. Click here](#) to see menu and details.

I just saw the note in today's e-mail about free birthday meals. Believe it or not, my birthday was yesterday. Am I eligible to receive a free meal today? If so, what's the procedure? If not, no big deal, perhaps I will catch it next year. Who said there's no such thing as a free lunch? You now get a free lunch (up to \$6) in the Round House Café on your birthday (or first scheduled workday thereafter). We just started the program in January and some people didn't get the message. If you plead ignorance and ask ARAMARK GM Dan Barolli, he may cut you a break back to the 1st of the year if you missed yours! Ask any cashier. ID showing your birthday is required. All free lunches subject to manager approval.

On the chicken wrap that was served today, I would suggest not using so much sauce and blue cheese dressing, it was overpowering and un-delightful. By no means is this a complaint, just a suggestion. Thanks for the feedback. What you say is especially true for blue cheese – it's not everyone's favorite. Thanks again. ☺

Is the Café available for groups to have meetings in? I saw the seniors meeting there in December... Yes it is. Obviously, certain logistical issues need to be addressed, such as audio visual needs; pipe and draping for privacy, seating, etc., so the more lead time, the better. But it can be done. In fact, we appreciate you coming in. It's not free – all of that rental and set up costs money – but if you are interested, contact Paul Johnston or Dan Barolli to make arrangements.

Kudos & Clouts (Customer Comments and/or Suggestions)

- Beef Barley soup last week was so awesome! (We received a lot of positive comments about the Beef Barley soup ☺)
- The Cream of Mushroom/Onion soup today was outstanding. The best cream of mushroom I've ever had.
- The grapes on our catering seemed moldy (All fruit is supposed to be washed. We issued a credit. Our apologies)
- Under 500 calories Pasta Combo served on Wednesday was GREAT. Please more under 500 calorie salads
- The California Cobb salad that was served on Monday 1/24 was great! Need to have weekly. (It is in the 4-week cycle)
- I purchased tacos for the grandkids at the evening meal. They were a hit with them, much better than fast food.
- Coke Zero from the fountain today seemed kind of flat (Thanks. We can't fix it if we don't know it's broke!)
- We called ahead for lunch today. It was wonderful. Thank you!
- We always seem to run out of oatmeal before 9 am (We will adjust our production to fix the problem. Thanks)
- I think the Café's tortillas are chewy
- I came from offsite for the Chipotle BBQ Shrimp – and you were already out at 11:30! Very disappointed.
- Can we have powdered creamer available for Java City and the break rooms? (Sure. We'll do it.)
- "I've lost my appetite for the big ribs. Give it a rest" ...and... "I really love the beef ribs. The BBQ sauce is perfect."
- Like your green posole
- I really enjoy the stir fry and the "live" cooking station. Need more...
- Need better variety of grab 'n go salads – especially need "small side salads" every day

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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