



Customer Feedback

Questions, Comments and Answers

The Chicken Parmesan at the evening meal Thursday night was truly the best I have ever had. Moist and tender. I have been to both dinners and plan to continue. They are great events. Thank you for the kind words. We have received numerous appreciative comments about the evening meals and have served more than 500 guests in the first two months. Coming March 24th is a Native American menu featuring Red Chili Stew, Green Pork Posole, and a variety of Bison. [Click here for details](#) on the upcoming Native American dinner, and for future evening dinner dates for 2011. Hope to see you there!

I bought the Lasagna and Chicken Parmesan (at the evening meal) to take home. It was delicious – even after a 40-minute ride. Both portions were enough that we could split both and still have a small portion for leftovers. Very flavorful – and the prices were very reasonable. Thanks! Glad you liked it. All evening meals can be packaged “to go.”

Do you think you could ever offer cooking classes? Thanks for asking. ARAMARK GM Dan Barolli and SRPMIC Food Services Manager Paul Johnston are working on some Lunch and Learns along those lines, wherein attendees would eat what they cook. Stay tuned for details!

The daily e-mails say that some of the dogs are becoming aggressive. Are we in danger? Which ones should we watch out for?

With personal safety as the primary consideration, everyone should try to avoid all of the dogs. According to SRPMIC Ranger Steve Perkins, the dogs loitering near the Café do not have collars, and so are feral by nature. This means they could revert to behavior suited to the “wild” at any time. They show up mainly around the lunch hour hoping to coax a friendly face into supplying a free meal. The current problem is, at least two of them have become so bold as to nip at bikers and pedestrians. One dog even entered the Café and walked right up to the deli. PLEASE – for everyone’s safety – do not feed or encourage the dogs. We do not want anybody to get hurt. Thanks for your help.

Thanks for keeping us all in the loop. The daily communications are wonderful and I love reading the comments in your monthly “Feedback.” Appreciate the kind words. About 550 are signed up to receive Café e-mail news. New sign-ups receive a coupon for \$2.00. If you are not yet receiving Café e-mails, [click here to sign up](#) and type “add me to the list” in the subject line. We’ll add your name and send you the coupon.

Your staff is generally excellent and friendly and I understand everyone has a bad day once in awhile. But some of the workers seem to have bad days more often than others. Certain workers don’t even turn around to greet me and I feel ignored. I’ve seen it happen to others. I don’t like to complain, but am just looking for common courtesy. Thanks for the feedback and we do apologize that this sometimes happens. We work on customer service every day and will share these comments with our staff in the hopes that everyone we serve is greeted with a smile and a friendly “hello.” Thanks, again.

I ordered a dozen tortillas to go and forgot. When I realized what time it was, you were closed. I wish somebody would have called to remind me. We apologize that you were not reminded about your tortilla order. We usually call to remind patrons about their tortillas being ready, but we had a miscommunication on that day regarding the call backs. Simply, the regular person had the day off. Again – our apologies. We’ll take a “do better” slip.

I just wanted to thank you and your staff for the wonderful service and sandwiches provided at the Cobal meeting last night at the Community Building. The sandwiches were delicious and the service provided by Beth and the chumuth lady (Yvonne) was impeccable. We changed our order a couple of times not knowing how many people would attend the meeting and every time the changes were made with no problem. We also asked for someone to stay for an hour to help serve and again it was done. That is what I call customer service!!! Thank you so much for the service you provide to the Community. And thank you for both the kind words and your continued support! ☺

Kudos & Clouts (Customer Comments and/or Suggestions)

- Update: Walter filtration system is now in place on fountain beverage machine; both for ice and the water for the drinks!
- A simple thank you – lunch was wonderful today. The Café is awesome.
- Soups are all excellent – but -- more beer cheese soup please!
- I like the made to order (MTO) salads, especially the steak ones (we received several positive comments about MTO salads)
- You have an outstanding menu variety. Keep up the good work.
- The staff is always so friendly
- Still love the simple menu at the grill. It’s good to know I can have a burger & fries if I want to
- The macaroni salad is de-lish!
- What day(s) do you have grits? (Starting Monday 3/7, we will serve grits on Tuesdays and Thursdays.)
- Noticed some mold on the English Muffins in the bread bin (Apologies – and thanks for letting us know)
- I ate the salmon dish on 2/11, it was delicious and healthy. It wasn’t too much, just right.
- Thank you for the nutrition facts hyperlink on the menu items. Appreciate the info
- Having Ag-Lease in the Café was a great idea. Loved the free produce from Rousseau Farms
- We overheard people talking about the Café at a museum in Scottsdale and stopped by to try it out. Everything was great!
- We came from the schools to the Café and there was parking. It was wonderful and we went shortly after noon which in times past would have been the worst time to go. Yahoo for open parking spaces!!!

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

© THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. © (Vol. 2.9, March 3, 2011)

