



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts June 2016

Does the Café sell travel size meds like sinus pills? My sinuses are acting up! Sorry to say that the Café does not carry medicines (i.e., pain pills, sinus medication, antacids, cold pills, etc.) for a variety of reasons, from liability to availability. For instance, the supplier of such items has a very high minimum order for deliveries. If we order too much, then those products go out of date before we can sell them. Check with your department and see if they don't have a first aid box for such items. Hope this information helps.

Haven't had the salsa in a while. Fantastic new recipe! A little bite! Thanks! We re-crafted our Café daily salsa recipe after seven years after many requests to do so. Glad you like it!

Seems everybody wanted breakfast burritos this morning...long line. As I scanned the room I saw your worker Felicia Arthur ... urgently finish up what she was doing and move toward the burrito bar to assist the fella already working there. That made me feel good to see her team spirit and good work ethic to go above and beyond to make sure customers were taken care of and it also helped alleviate the wait time for the burrito line. She also engaged me in a little conversation... and so I wanted you to know that you have a great employee on your hands. She is always very pleasant AND my tortilla wasn't salty. Let your staff know we recognize them and we see their efforts. They are truly appreciated. Thank you for the generous praise and many kind words. We passed them on to the ARAMARK team. We love serving our customers and glad that it shows!

I had the grilled lemon Dijon chicken meal ... and would like to make a suggestion for future preparation of this dish. Please consider reducing or eliminating salt in this and other entrees and more specifically with the sides...which were extremely salty. Please help those of us watching salt intake for health reasons. Thanks for the feedback. We try very hard to strike a balance between requests for less salt/seasoning, such as yours, and others who periodically say dishes are too bland. We strongly believe that customers can always add salt and pepper if they want – but you can't "take out" too much salt from a prepared dish. Thanks again for your feedback, and we'll continue to do our best.

Kudos & Klouts (Customer Concerns, Compliments and/or Suggestions) – Quarterly Focus Group Edition

Compliments

- Great greens today w/Salmon. Love 'em!
- Fish tacos were delicious, but shell was too soggy; so I ate as a salad. Good anyway!
- Good job by grill cook, my eggs were perfect! Just the way I asked for them.
- I finally won something! And I can use it! Thanks!
- Café does a magnificent job...food is delicious and they provide a wide variety
- Anonymous says: Thank you to the Roundhouse Staff for their continued support of Earth Day
- Different protein choices on the salad bar are good...beef and pork – yay! And the pitted beef...
- "New" cookie/candy display is attractive
- Staff is friendly...polite, professional, neat and patient (*received many comments about positive customer service*)
- Love the raffles and contests
- The cookbook and fruit smoothie sale was great; cookbooks are very nice
- Yes, we still do birthdays, about one week either side of the actual date
- Oatmeal was thick and gummy – FINALLY. Thanks!
- Like the new and improved Rice Krispie Treats and Brownies
- Out of homemade chips. Tina made fresh. Thanks to her!
- The "outdoor street tacos" was the bomb – love the soft corn tortilla shells
- LOVE the desserts in the individual containers – much more sanitary
- Tomato soup was delicious
- Appreciated personal email informing of when requested food would be served

Concerns

- My breakfast croissant was soggy with butter (*we gave you a coupon for a future visit*)
- Can't find in cookbook, so could you send me recipes for Café Red Beef & Green Pork Chili? (*We did!*)
- Starbucks shouldn't charge for flavor shots. Being nickel & dimed. They don't at real Starbucks. Cheaper offsite.
- Cashier(s) need to be friendlier...more smiles... (multiple comments concerning this)
- What happened to the sugar free Jell-O and pudding options? (*All Café Jell-O is sugar free. Need labels*)
- Morning fruit bar sometimes magnificent; sometimes very sloppy and disheveled.
- When are cookies available? Peanut butter? Sometimes there is variety and other times only one type. Is there a pattern? (*We'll take a do-better slip at having cookies available at all times*).
- Need lower prices, cheaper to go in to town. And the food is better, doesn't taste like warmed up food or leftovers
- Break room creamers old/curdling; taste funny
- Same dough being used for popovers & tortillas, these should be different
- Why is Jell-O/Pudding always empty lately (*there were equipment issues with cooler which have been repaired*)
- There was a shortage of pizza. Went for lunch and was told that they had no more pepperoni, just what was out
- Asked for personal pizza, told by worker they "couldn't make those"
- Burrito eggs taste different than fresh made eggs on the grill
- Café worker told customer Café adds "powder" to the eggs (*this is simply not true*)
- Granola bar was hard – old? (*No, just the brand*)
- Onion/garlic tastes periodically on the cut fruit
- Dressings need to be labeled better (*there is a "layout chart" available above the dressings*)

- Grill cooks could be a little faster
- Pancakes tasted like eggs, bell peppers and hot sauce – grill needs to be cleaned before making pancakes
- Burrito eggs sometimes dry out (*need for better batch cooking in the morning*)
- Could use a lesson in how to cook refried beans; sometimes just plain gross
- Tortillas are bomb good job Monica. Bruce is good, getting used to him.

Suggestions

- Bring in some Sprite Zero or Diet 7up – 20 oz bottles. A caffeine free white fizzy drink. Thanks!
- Bring Milo back! (*He was working at another ARAMARK site for a while, but will be back soon!*)
- Can we offer fresh squeezed juices (No. Labor intensive, equipment, and have to charge high price)
- Need wider variety of fruits
- Better vegetable variety – perhaps asparagus w/garlic; snap peas; green beans and/or broccoli
- Multi-choice Coke Machine (*We can't do this for a variety of reasons, most notably because of large inventory of products needed to run the machine*)
- Suggest offering a Chili Burger either in a bun or a tortilla!
- Suggest offering Menudo in the morning once in a while (*this is a fantastic idea! Stay tuned!*)
- Suggest having bagels and cream cheese out for lunch (perhaps individually bagged with cream cheese inside?)
- Asked about deliveries to departments (*we simply don't have the staffing to accommodate this*)
- What about just plain pudding cups without the frills – no whipped cream – just pudding?
- Evening hours (*probably not; even periodic evening meals had declining customer counts; plus staffing issues*)
- More creole at lunch time – grits & shrimp added to cycle with cheese & bacon in the grits
- How about just grits as a side dish?
- More vegetarian foods – Tofu? Other Veggie entrees?
- PLEASE: When you offer white rice, offer brown rice as an option the same day
- More Passion Tea at Starbucks (*We brew, but unfortunately, most gets thrown out every day*)

To submit your feedback...

1. You can fill out a comment card and leave it in the boxes in the Café. OR...
 2. You can submit feedback on the ARAMARK Round House Café Feedback page. Just [click here](#)
 3. Or...E-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov
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