



Round House Café Customer Feedback

Questions, Comments, Kudos & Klouts July 2016

I got two scoops of cheesy eggs this morning from the burrito bar and was charged \$2.79? I thought eggs were like \$.89 each, are scooped eggs charged differently? Thanks for letting us know. You are correct. We believe you were charged for two scoops of eggs plus cheese two times. We gave you free eggs on your next visit.

Lately, service at the grill seems to be slow again. And my orders keep getting goofed up. Like four times in a row I get runny eggs when I asked for hard yolks. PLEASE teach them how to get an order right. Or better yet, bring back Milo and/or Izzy on the grill. They ALWAYS get my order right. Thanks for letting us know. We actually provided you a coupon for a free breakfast on us. We provide ongoing training for our service team and appreciate your understanding and patience. Izzy is now working next door at the DOC; and Milo is back from his assignment at the DOC kitchen. Thanks again for your feedback.

What is up with the music mix? It seems as though we are being flooded with oldies, and 80s music like "Last Dance"? Very little country. Has the mix changed? If so, can you tweak it again? I'm missing my country. As you can imagine, trying to find a music mix that pleases "everyone" is next to impossible. We have tweaked it several times over the past several months and try to take everyone's suggestions and preferences into consideration. Thanks for your patience, and we'll see what we can do.

Thanks for changing out the "sides" at the grill the last couple of days. Appreciate the variety. You are welcome. This was actually a Focus Group feedback suggestion that took us a little while to implement. Instead of just steamed veggies and mac/cheese every day, watch for a variety of sides at the grill. Glad you like it – and thanks for the feedback.

For items that can have a lemon or lime, remember to just put the slices to the side and let folks serve themselves. Sometimes the lemon is automatically put on the side of an item without asking – or giving the option. It seems a waste if someone doesn't use it. Just a thought. Thanks for the observation and suggestion. We'll see what we can do.

What an unexpected employee bonus to get free ice cream today – "just because." You guys really seem to go out of your way to take care of us – your customers. Thank you for all that you do. You are welcome. We enjoy what we do, and serving our customers is just plain fun. Thank YOU for the kind words.

I followed the recipe at the salad bar and made the Quinoa-Squash salad. It was absolutely delicious! Thanks for putting those "salad of the week" recipes out for us to try. Keep up the good work. Glad you like them. We will keep offering new salads for customers to try. Healthy and nutritious too!

I've been meaning to write for some time now and tell you that Ernesto is "uh-maze-ing," His attitude is always pleasant and positive, his food is delicious and his presentation is always stellar. I was just eating the BBQ with the unique sides today (chipotle mac and baked potato with chorizo) and enjoying it and the service from Ernesto is always so good, so thought I'd drop a line. Thank you so much for the kind words. Ernesto IS amazing! He is one of the Café's "original staff", having been here since we opened way back in April of 2009. We have passed your compliments on to him. Thanks again for sharing.

Thank you for hosting all the department bake sales and other fund raisers...and... I would just like to express my gratitude for all you and the Round House provide to us and the fun you add by having raffles and great themes going for events. The staff is very nice and ready to help and serve. So once again, thank you. Thanks to both for the kind words and feedback! We believe we have at least as much fun putting events on than customers have participating. ☺

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

- The street tacos were amazing today!
- Grilled Lemon chicken was awesome – and the asparagus/mushroom veggies were fantastic
- Using leftover Tikka Masala to make soup is extra, extra delicious – what a great idea!
- Knives are a little dull for some items... don't know what you can do...a few steak knives?
- Pecan crusted chicken today was an A+++! Really good!
- Today's meatloaf was KILLER!
- Haven't seen any "grab 'n go" hard boiled eggs in forever (they are at the grill...)
- Macaroni and cheese bar was AWESOME (we appreciate identical feedback from at least three)
- No hollandaise sauce for Eggs Benedict today (sorry about that – didn't get out until 7:30 am)
- Please have mashed potatoes EVERY TIME you have the hot roast beef sandwich. Thanks!
- Today's Mushroom Calzone was delicious. Hard to believe they're just \$4.99.
- Please have grab 'n go sandwiches available daily. Today, I needed, and you didn't have...
- LOVE, LOVE, LOVE the Starbucks choices and the customer service!
- Cashier lines sometimes long....and prices inconsistent from one cashier to another....

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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