



TO OUR LOYAL CAFÉ CUSTOMERS: Thank you for your continued support and patronage of the Round House while we transition and adjust to the new Kiosk ordering system. Very few people enjoy “change”, and the new ordering experience is no exception. It’s a learning process for all of us – not only you as customers, but all of us here at the Café. We appreciate the exceptional amount of feedback and input regarding the new system and are trying very hard to incorporate as many of your suggestions for buttons and modifiers as we can. Thanks to everyone for your continued feedback and patience. – *Paul, Dan, Brian, Cynthia & Caitlin.*

Customer comments, suggestions, concerns – Sept 30, 2025

- Always have a great experience at Round House Café. 5 out of 5.
- Great personal customer service experience today. Staff helped me with the Kiosk ordering. She was very kind.
- I have never had a bad experience when I come into the Round House.
- The grill makes a lot of mistakes. My order was wrong 3 times this week. *(One of the 3 main reasons for switching to the Kiosk ordering is improving order accuracy. Hopefully it has helped get your orders correct).*
- Would love to see avocado available for breakfast as a daily side
- Please add unsweetened iced green tea added to the tea machine.
- I am always amazed with the food and service at the Café. The staff is always so accommodating, giving samples to taste items, and making suggestions on the menu. And the value is amazing! Where else do you get a meal, I mean a full meal for \$10.00 often made to order? My only negative comment is the new signs - they are hard to read - there is TOO MUCH CONTENT! It would be so much better if it were just the menu - it seems like now I have to look at like 10 slides before I see the special.
- Need lemon wedges for the tea daily. *(Lemon wedges are in the grab and go cooler daily).*
- Pizzas in oven were overlapping, and so they didn't cook all the way through. I had to get another one.
- New kiosks need to go. I will not be back until it's gone. Orders take longer. Lines are insanely long.
- There is no such thing as a quick run to the Round House Cafe.
- Café should stop using foam containers. Switch to something else. Foam seeps into food and is unhealthy.
- The kiosks take away from the positive experience of engaging with the staff at the Round House.
- Customers who are not computer savvy may become frustrated with ordering food on the kiosk.
- I miss speaking with cashiers when checking out, and staff at stations when ordering. *(Many similar comments).*
- Only one cashier when paying cash makes it difficult when she is making Starbucks drinks
- Should have done a survey before switching. New process seems a little cold – get your food and leave.
- Had a bad experience with customer service and the food I finally received was wrong. Staff needs training.
- New system confusing; added items that were included and ended up double paying
- Kiosk is missing modifier buttons to either add or subtract from my order – for instance, “no beans”. And so I asked the worker for no beans as he was pouring the scoop into my container, and rather than offering to make a new one, his answer was "you can push them aside". That is horrible customer service.
- Kiosks slow everything down. I walked out because it was taking too long and is awkward.
- Provide a way to order online if we're forced to use the kiosks. *(Download 365Pay App on your phone).*
- I don't want to touch a nasty touch screen
- Please bring back the cornbread that used to be available daily near the soups

- I would like to see more cultural dishes of the Onk Akimel O'Odham. Frybread and tortillas are not traditional foods, they are high in carbs with processed flour, sugar and too much salt. The Café does not seem to cater to our traditional farming and foods. *(Café uses produce from Rousseau farms on many occasions).*
- Start using beef tallow and real butter. *(Café uses real butter in all food production).*
- The Aramark staff at the Round House Café at SRPMIC is TOPNOTCH. The food is amazing, the menu choices are wonderful, the team is always so willing to help with customizing the menu the way we need and the food always tastes phenomenal! Service is spectacular and the team is so friendly. They go above and beyond to accommodate, even when we don't think it is possible. Often times I am afraid to ask (like when a meeting time gets changed and we need to move the catering up last minute), but it never hurts to ask, right? They never cease to amaze me with just how far they are willing to go to make sure their customers are always satisfied. If only more of the world would think and operate the way this team does!!! 5 Stars, all the way around!!!!
- Butter chicken sauce was chunky and tasted like spaghetti sauce. Naan bread was good though.
- My delivery order at RPHC was missing the Rice Krispy Treat *(we brought you one. Sorry about that).*
- Grab and Go Caesar Salad didn't have the shaved parmesan like usual *(we gave you a coupon).*
- Bring back the Nutella Snack Packs, with bigger packets of Nutella. Please and thanks.
- Thank you for making more cookies and having them available. We love the variety.
- Disappointed in today's Asian Bowl for several reasons. Usually my favorite *(We gave you a coupon)*
- Rice Krispies Treat usually yummy, gooey, chewy. Today cereal was literally "falling apart" in pieces - dry.
- Peruvian Chicken Salad was delicious. Didn't care for greens, but love the quinoa choice. Flavorful and plentiful
- Soup supposed to be cheesy broccoli – instead it was just cream of broccoli; but it was buttery, creamy delicious!
- Monday's meatballs were obviously handmade by the Café. Excellent! Keep up the good work.

To submit your feedback...

To submit feedback on ARAMARK's "Your Voice Counts" Feedback page, [just click here](#). Or e-mail SRPMIC Food Service Manager Paul.Johnston@srpmic-nsn.gov or ARMARK Café General Manager Dan Barolli at Barolli-daneil@aramark.com
 THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Published September 30th, 2025)

