



Customer comments, suggestions, concerns as of October 2025

- Fall Overhaul lunch was excellent again – every year...the photos of employees working on projects was a nice addition to the menu boards. Thanks for making it personal.
- Wish there was an easier way to “run a tab” for our groups with the new system. Definitely an area where “the old way” was better. *(Agreed, and we are working on improving how you can run a tab for your group and pay once with a p-card. Stay tuned for more details.)*
- What happened to those Lemon Butter Cookies? They just disappeared. *(Thanks for asking – they are back!)*
- I place my order on the app, it says “preparing”. But then the app never tells me the order is ready. *(Several customers have had similar experiences. We have reached out to the 365Pay team, and they are working on an update to the app to resolve the issue. Apparently, there are other accounts with the same problem. Thanks for letting us know.)*
- I order toast with my breakfast from the grill – but the toast doesn’t show up on the ticket. I want my toast grilled at the grill – not from the toaster. *(Thanks for letting us know. We are working on a solution for the issue. Currently, toast is considered a “self-serve” item, and that’s why it doesn’t print on the ticket. Stay tuned.)*
- Are you still accepting the frequency reward cards? *(Yes, the old frequency reward cards can be redeemed at the coffee cashier station with in-person service. As a replacement, we are working on a rewards program within the app. Hopefully, that will be in place by the end of November. Stay tuned!)*
- I don’t like the Kiosks are apps. Can I still order in person and pay cash? And, can the Café change a \$100 bill? *(Yes – order “in person” AND pay cash at the Café cashier station; and we usually can change a \$100 bill.)*



- Loved Coffee with a Cop! The Café is a great place for these types of events.
- How often are the screens being cleaned? *(Several times per day!)*
- Have Moco Loco for lunch *(We’ve tried in the past – not a seller. Perhaps again?)*
- Thanks for the Carne Asada Fries or Nachos. Delicious!
- Have Sausage Potato Soup (like Olive Garden) – *(Stay tuned! Probably soon)*
- Need more options on the Kiosks – AND – there’s too many options on the Kiosks *(Numerous comments expressing both of these opposing sentiments. We are adding or taking away “modifiers” as we are able to do so).*
- AND this sentiment -- Thanks for the continual tweaking of the menu as ideas roll in. Change is never easy...
- Wish prices were posted in the daily email *(All prices are available in the 365Pay App for your phone)*
- The French Fries seem to be very greasy lately *(Sorry about that, thanks for letting us know. We’ll do better.)*
- There were eggshells in my eggs this morning *(Our apologies, we gave you a coupon for a future free breakfast)*
- My brownie today was very dry *(We gave you a coupon – thanks for letting us know – our apologies)*
- Grabbed a Turkey BLT Sandwich from the cooler. FRESH and delicious. Unexpectedly good.
- Monte Cristo was a major disappointment. No powdered sugar. Fried in same basket as the tater tots. Not good at all.
- Thank you for bringing back the corn bread! Please put jalapenos in the muffin, not just on top. Thanks so much!
- How do I get my Café free birthday meal? *(Order your free birthday meal (up to \$10) in person at the Coffee cashier station. ID may be requested to confirm birthdate. Happy Birthday!)*
- Email said rice was an option, but there was no rice when I got there. *(Our apologies; sometimes items run out).*

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 End of October 2025)

