



## November/December 2025 – Café Focus Group Edition



### General Feedback (the usual – non-Kiosk related)

- Café did a great job with the meals served for the NARD and Fall Overhaul events.
- The NARD meal was excellent! Xtra kudos! (several comments)
- Fall Overhaul side salads had store bought quality and taste - not the freshness
- Cynthia Burke did a good job by stepping in to provide the blessing for the meal, quick and to the point!
- Fall Overhaul lunch service wasn't efficient. Many left without condiments due to long and crowded lines.
- The RHC salad bar has been excellent! I like how everything is kept stocked especially for the later patrons after 12:30pm. Also, they have been refilling the Ranch which seems to go out the fastest.
- Bring back the stamp cards (*A loyalty program will be introduced soon using the 365Pay App*)
- Open more hours- longer breakfast, later lunch- sometimes our staff have meetings that don't end until 130, would be nice if RH could stay open until 2pm to accommodate those late lunches
- Open for grab and go after breakfast and after lunch
- Bring back salmon at lunch (available every day at the grill)
- Our team loves all of the Asian dishes- keep it coming!
- Our team also loves the cookies - keep them coming!
- Cajun food is delicious. Cajun salmon is a fan favorite
- Pasta bar is a fan favorite
- Would prefer whole beans vs the refried beans (tend to feel kind of mushy)
- Guacamole- doesn't feel homemade, feels like it's from a jar and people don't care for it very much
- For breakfast: turkey sausage and turkey bacon as options
- Sometimes the steak quality isn't great- tends to be chewy- both in reference to steak and eggs and fajitas
- Salad bar- requesting for a vinaigrette dressing and requesting kale/arugula as options – suggestion salad dressing of the week and mix it up a bit
- Request for the chicken pinto bean soup to return
- More organic options
- Using avocado oil or a healthier version of oil
- Made to order protein boxes
- Variety of protein shakes, especially non milk based
- Protein enriched options such as steak bites, grilled chicken bites, egg bites
- The Fall Overhaul lunch was chaotic this year, in comparison to previous years. The food was cold and did not look good-especially the boiled/fried? Burgers that looked red/pink and undercooked. The lines to serve made no sense having condiments placed in the salad area. This event would have been much better had it been done with actual food cooking outside on grills and condiments set up outside. This would also have not had all the chaotic lines and people crowded into the Roundhouse.
- The Roundhouse used to have the best chicken quesadillas and fries, but not lately. They are too greasy and the chicken is too dry. The fries are soggy, not crisp. The Cooks at the grill are "new"; the previous Cooks knew how to cook quesadillas and fries.
- For the months of November and December, if they can sell pumpkin pie (individually packaged), pumpkin cookies, pumpkin muffins, mini pumpkin cakes (individually packaged).
- And I'd like to give a shout out to Cynthia she is always so nice and pleasant whenever I interact with her.
- Request to add Sprite and Vitamin water to the fountain drink machine.

- Why is salad bar so expensive? If possible – more healthier options like “Bowls” from chop chop, chipotle (but not spicy). Chopchop’s Thai Coconut chicken bowl (chicken + various options - rice, sweet potato, black beans, greens, cilantro, peanuts, coconut sauce broccoli/Brussel sprouts, avocado, mushrooms, feta/other cheese).
- Please consider healthier side options other than Mac ‘n cheese/ mashed potatoes with main meal specials. Like baked cubed sweet potatoes, Quinoa/brown rice mix....
- I liked their poke bowls they sometimes have and the caprese sandwich (have this more often).
- New Chicken Tenders are really good.
- I always enjoy going to the Round House because the staff is so great.. It’s nice to walk into the café and people greet you, a lot of times by name.. For example, Milo always says greets me by name when I walk up
- One thing that I don’t know if the staff would like or not, but it would be nice to have some way to see their names.. I know many of them by name but there are some newer people and they don’t always have time for a “Hi what’s your name” – (We used to have name tags for the staff)
- Could we possible ask that the café staff be retrained in customer service? I only ask this because there are a few café staff that are rude frequently to SRPMIC staff. I don’t want to call out anyone specifically but, multiple team members have experienced it while checking out with their food. I am sure their intentions are good but, how things have been handled on multiple occasions does not foster a welcome environment where staff feel comfortable going to the café for meals. That would be my only ask if possible
- The food, selection of food and the cook staff are all great in my opinion.
- Please tell me why it cost more for me to order a pepperoni, sausage, mushroom pizza. A 3-topping pizza. Than a supreme, where I have to pick off and waist what I don’t want.
- The chicken tenders are still Nasty. Dry nasty things and only 3 per serving is a joke
- Where did the curly fries go?
- STOP RAISING PRICES
- The amount of pie you serve for the price your charging is a joke
- The cookies are way to small for the amount you are charging. Since you have done this, I have not purchased them. I am told by others that there to hard and tasteless
- I see a lot of repeats for entrees. I get that you need to keep putting out what most people like. It would be nice to see new things come up too
- Burger sauces would be nice. Give them a little flavor.
- Lasagna special – combination of sauce and noodles not great, it was a gummy consistency all through, disappointed.
- Garden Zuppa Toscano special – bad choice to use the pizza sausage in this soup. This threw the soup flavor off, disappointed. Also, I found a lima bean in my soup...was this an actual ingredient for this soup?
- BBQ rib sandwich special – BBQ sauce was trash! Way too much vinegar or whatever was added to the sauce made is all I tasted, I could not even taste the meat, disappointed.
- I don’t like that an item is missing from the old menu – Nachos. Tell Paul to bring back nachos!
- Please add sugar free Red Bull Watermelon flavor – Director request. 😊
- The Cashiers and staff always provide excellent service!
- Don’t serve gray burgers ever again (Fall Overhaul)
- Thank you for maintaining such a great resource for employees!
- Fall Overhaul was fun, and lunch was good!
- Bring in Seed Free Oil products and start cooking items with real butter and olive oil. Start using unrefined [salt](#), have Himalayan Pink Salt and other unrefined salt products available in the condiments section including more unrefined raw sugar, and use unbleached flour in the baked products.
- If this nation wants to add 5 more years to our life expectancy in 5 years then the changes need to be done now and with unprocessed food and beverages. Get rid of that mold-y coffee too.
- For the premade salads, don’t always add onions, for the strawberry salad double up the candied walnuts.
- Provide a peanut butter & jelly option (Smuckers Uncrustables) available in cooler
- Add additional cheese option to the grilled cheese. We like more than one cheese on sandwich.
- Add macaroni salad from the deli a la carte

- Ask staff to be more friendly, quit snapping at employees/customers for asking a simple question on something instead of “use the kiosk”, we’d like to know if they have something before we try to order and pay for it and it not be available, i.e.; asking if they had tortillas before trying to order.
- Place Café Hours on Doors
- Loco Moco for Lunch Special
- Can there be an add gravy side option for breakfast
- Feedback: The Admin Focus Group representative is the bomb. 😊
- Visible tension/drama I have witnessed between the grill cooks. It makes me feel uncomfortable.
- Faster service – good for someone on the go and on busy days. Unfortunately, there are not a lot of grab and go items at RHC. Also, it takes a long time when checking out and someone is ordering in front of you so you still have to wait in line. There should have been kiosks to order and a separate kiosks to purchase your items.

#### **Anti Kiosk Feedback**

- I don’t use it.
- Need better signage and customer service in round house for first time visitors informing them to use the kiosks to order food – over heard staff telling persons (on separate occasions) “use the kiosks” but no one offered to show them how and they stood at kiosks puzzled. Also, better at informing new visitors what to do when using cash or the grab and go. When I state new visitors, I am including employees that have not yet used the kiosks as well as new outside visitors. What happened to the staff that use to stand near kiosks? This should continue.
- My experience, I had ordered a chicken salad sandwich with a chip, however, when I went to pick it up, I was given a side order of chicken salad, no sandwich!!! I didn’t want to go to the hassle of re-ordering and waiting.... I went home and used my own bread. I did get my chips!
- I would suggest there continue to be a customer service rep to help individuals with the kiosk.
- There needs to be a place to add ‘easy on the eggs’; ‘easy on the beans’; ‘add mayo’; etc. Sometimes you don’t know when you order is up to ask those items.
- Detest new kiosks and online ordering system. Takes more time (almost double it seems) to get my food.
- I also have cross contamination concerns when workers handle food and touch the screens without changing gloves. I think people handling food should just handle food. I stopped going to the Café because of this.
- I don’t like that the app doesn’t let change choices you have to get what they have. Even to order a burrito lets say I want less eggs, less bacon.
- I have yet to use the kiosks, but I have heard disparaging remarks regarding them. How frustrating they are to use. I’m not sure if the cashiers are an option anymore. But people who don’t like the kiosks haven’t been going to Round House because of them.
- All kiosks should have hand sanitizer by them & wiped by staff frequently because all the people touching them is gross
- There should still be two cashiers that can take order besides the kiosks, especially when it gets really busy and for elders who do not know how to order using the kiosks
- Kiosks should be an option not the answer
- You cannot special order anything such as asking for the size of your burritos (some ppl do not want a huge burrito- also cannot weigh it either), choosing single sides from the lunch special or customizing your sandwich (perhaps added notes or something to kiosk)
- Don’t really care for the new ordering system (a little too rigid) – requesting, at the least, to be able to add comments / requests in making items (switch the cheese in an order, extra lettuce/veggies, etc.)
- Kiosks: Hard time personalizing orders (substitutions, adding on things, etc.)
- Kiosk does help with the busy feeling in the round house. However one of the big complaints I heard was that the portion sizes have been smaller than normal since having the kiosk.
- Takes away from the relationship building that comes with the Round House- knowing the people that make your food by name and building relationships.
- A couple of comments/questions. On the website it seems to not be transparent on how to order burritos. Our staff used to order breakfast burritos on the day we meet with the elder Piipaash speakers. Since the change has happened it seems to not be an easy thing to do. Any way you could pass along the info and see if there is something we’re not understanding about the new system?

- Also, is there any way to order tortillas? We had wanted to order tortillas for our last Piipaa Kuutsh Matasheevm (monthly elder meeting in Lehi) and could not find a way to order them. Is this at all possible at the Roundhouse?
- It isn't any faster.
- It is impersonal. I like the human interaction.
- I am unable to custom order my food the way I want it. For example, there are days when I feel like eating a breakfast burrito, but I just want a little one (e.g., one scoop of eggs). With the kiosk there is no opportunity for portion control.
- I don't want to touch a panel that everyone else has also touched.
- So, i've noticed that in the morning the kiosk doesn't allow you ring up beverages but when the kiosk menu changes for the lunch menu then you can order beverages.
- I'd like to know if they could add the beverages menu on the breakfast menu.
- I would like options to reduce quantity of ingredients in the Kiosk ordering system. Examples are lite cheese, extra cheese, etc.
- Issues with funding the app: I have been able to add any amount that I choose but obviously that's an issue if some are not able to add more than \$10
- When adding funds to your account, you're only allowed to add in increments of \$10. I would like to be able to add any amount I want. (AGREEEEEEEDDDDD!!!!!!)
- I can't add my CC, still. Even for the few times i've gone. I emailed about this last week.. No response so far
- Bring back the cashiers. I know it won't happen, but that's my comment.
- When I order through the app, it does not discount for either no cheese or half sandwich
- If you order through the app and they don't have an ingredient – there's nothing they can do until you get there – and then they ask you to substitute – but this is not time saving.
- I used to get my lunch and as I stood in line, I would grab a brownie or Krispie treat last minute decision. Now, I am not going to go back to the kiosk to pay a second time for a last minute sweet tooth moment to buy a treat or a bag of chips. Losing out on money...I rarely eat there anymore.
- The kiosks suck. The touch screens don't work. I practically have to punch it to get it to register. They don't have all the options to order. I still have to tell them to put on or take off things
- Do not like the kiosks – takes too much time to look for items
- Unable to add/remove food add-ins - Cannot add/subtract items from your food order on some of the items (I think this might be fixed, I can't remember what I ordered when this had happened to my order).
- Feel rushed/slowed when using kiosks – especially during busy time periods at RH feel like must hurry and order because of people waiting to use it. On the other hand, when I need to get in and out, I feel slowed because of person(s) in front taking FOREVER!
- Unable to download app – tried several times gave up
- I would rather look at the food items before purchasing what I want rather than using app
- Items not listed on kiosk menu - there were several times items I wanted to purchase were not even listed on the kiosks menu, RH staff told me to pick some other item to cover price of chosen item, doing this just blew RH tracking of items sold & EOD totals – I am sure others had to this same thing more than one occasion.
- Fulfilled orders are messy – when ordering at kiosks RH staff get the tickets sometimes you don't get to watch them pack your food to ensure the items you want are added and/or the items you don't want are on your food. Most times (especially when the staff are busy) they just throw and/or pour everything in and when you get it is messy and does not look appetizing
- The add-on options for egg meals keep disappearing from the software. IE veggies, mushrooms, etc. He made a note of it, but this is the second time it's happened.
- The app is not user friendly; Cannot customize food
- When reloading money its sometimes takes money out of your account twice
- I have had my order stuck in limbo and when I went to café to pick up they have no record of my order. Yet on my app it states that order and payment have been received.
- There is no interaction with the folks in the café....I liked talking to everyone
- To order food through the Kiosk sometimes takes a long time versus placing your order with an individual
- When the Kiosks were first introduced you should have done a gradual transition

- You should keep the Kiosks but have the ability to place orders back.
- I've seen the comments and feedback from the Round House "Café Customer Feedback" A lot of people state they do not like the app or kiosk....are they going to make any changes
- When ordering meals and adding extras that add cost, I had to remind staff a few times to add the extra items paid for. Just need to read the receipt order more carefully. Not huge issue or a negative just a friendly reminder.
- New system is cumbersome and not efficient.
- Online ordering only works if you know what time you'll be able to be at the Round House which isn't always possible with commute times when not working on campus
- Bring back the humans. The kiosks suck!!
- The app is no bueno, still but it has helped me to spend a lot less money and i've even dropped a couple of pounds from not eating lunch every day.
- My feedback is due to the mobile online ordering app. I ordered breakfast and the status bar continued to be stuck on "Preparing", so after 30 minutes of it not moving to "Ready" I headed to the Roundhouse Café to find out my food was ready and put in the warmer. I also want to express that there is a message that does say ready for pick up within 15 minutes, however, people like me may be fixated on the status bar rather than knowing their food would be ready within 15 minutes.
- I have some not so good insight about the scramble. My previous go-to was a mixed veggie scramble, which was usually around \$5 or less. Now, the scramble cost \$4.25, which only includes the eggs. Everything else is extra: the option to add on cheese is \$0.75 and the add on for each veggie is \$0.50. The price doesn't make sense, how many eggs are they using? Honestly, it seems like 2 eggs to me. For comparison, one egg any style is \$1.50 and adding one extra egg (2 total) brings it up to \$3.00. It doesn't make sense. Recommendation: I get that inflation is at play here, but it would be great if they could include at least 2 veggie selections in the price.
- The new ordering system app doesn't seem to allow you to choose ASAP when standing in the Round House. So, if you just wanted to purchase a fresh deli made sandwich, you must then wait like 30 minutes later, which is the option the app gives you.
- I used the app and ordered/paid for a whole fruit for a banana and when I got there, there were no bananas.
- The whole ordering system takes time from our lunch hour that we didn't have to use before. I spend less time getting my food and paying in person than I do ordering from the app/kiosk. Not to mention that kiosk is a germ breeding ground. How often are they wiped clean?
- They need to make it more obvious what still needs to be weighed for payment on the new kiosks (if anything still does.) I had a confusion the other day with burritos; they used to be weighed, now they are pay by item.
- As a senior employee, I have avoided going to the Round House because of the new kiosks. Some of us are still "old school" and prefer to get our food first and then check out with cash and/or card.
- When ordering from the app. My food was nowhere to be found when my co-worker went to pick it up for me. I went down to see what the issue was and show my receipt. I contacted milo and he prepared it for me.
- I went to get my app order, and I could not find it. I waited for quite a while and finally it was found in the warmer.
- The RH needs signs for each pick up/order/pay here area. Examples are, order here -cash only, kiosks- card only. Especially for seniors and visitors. The set up is confusing for them
- *I don't like the new mobile app. Why can't I use my Debit card to pay. I don't want to put money onto an account because the food is always a hit or miss, lol. I'd rather just pay as I go 😊*
- Upon ordering 3 meals at the kiosk for myself and my family, 2 burritos and an omelet for myself, They got there order pretty quickly but my order after waiting a long while was not ready and when I checked they still had 5 orders ahead of mine. I had to get back to the office and then come back to RH to pick up my order as it way taking way to long.
- I have sanitary concerns about the kiosks are dirty because everyone is touching them. Can we get some sanitary wipes to wipe the screen before we use it?
- A sanitary concern and suggestion: Is there a different place the grill can place the receipt orders as I have seen the order fall on the food below.
- I'm not one to complain I wish it had stayed the way it was thank you and have a blessed day
- Bring back real people; good bye kiosk

- I haven't tried it out yet, but do you have to use the kiosk or app to order? If so, I don't like that. I like the old fashioned way of ordering and paying.
- The new ordering of food sucks.
- This morning was the first time I had encountered the Kiosk system. I understand the efficiency and tracking meal orders model. But something about the process seem to take away of the Community collaboration and enjoyment of being there to gather with others in food orders or discussion or "hey look what they have over there today". For example, it may just be me but it seemed weird not being in an environment of fellowship with others and just going to a fast food check out and the Grab & Go Model. Hard to describe.
- Improved accuracy of an order – it takes so much longer to figure out how to customize an order when in the past you could speak to the person making your food. I was with a 57 year old who wanted to modify their order and they were told to grab their ticket/receipt from the kiosk when it prints and run it to the food prep area to let them know the modification they wanted to make, this was because the kiosk would not allow them to make any changes to the order.
- Convenience – it has the potential to be for readymade items. So far, in my experience and what others have said, it is more inconvenient to have to use the kiosks.
- Personal Interaction non-existent – I have not heard one positive story about the kiosks, the number one complaint is the coldness, not having interaction with the people who work there, this does not coincide with "O'odham" and what that means. RHC should not have a corporate feel. RHC staff also seem unhappy with the minimal interaction with customers, a few have voiced it to myself and I have overheard the same said to other customers.
- Accessibility/User concerns – RHC is not just for government employees who are technical savvy, there are elders in this community who are customers who may not want to use the kiosk or not have the technical knowledge to use the kiosk or who may not want to attain that knowledge and they should not be forced to use it.
- Angry/Frustrated Customers = lost customers. I have been to the café 2x since these have been installed; I do not like the lack of person to person customer service and see going there less and less. I have started bring frozen meals to work if I need to grab something quickly.
- Technical issues – they will go down at some point, then the faster service and convenience will not be available
- Please have staff looking out for elders and people that don't know the process and or that need assistance.
- Milo just looks so sad with hardly any customer interaction.
- In my opinion this system is slower and less personal. In an indigenous community connection and comradery is a day to day social interaction. Systems like this create barriers and the inability to personally service your customers. This leaves a sour impression of your facility with individuals leaving, making a decision not to return.
- Workers come to places like this for a quick and easy place to eat and not having to leave the Reservation to grab a bite. Now customers are willing to go that distance to get their food elsewhere because the Round House no longer provides a service of friendly quick and easy service with no hassle.
- There are too many steps now just to order a meal. I have never had my order wrong at the Round House until yesterday and it was very upsetting because I stood there in a line trying to pay with cash and with card, ordering for department staff.
- The cashier was trying to make coffee and run the register. In my observation, that little coffee area should have its own staff as it is always in heavy demand on coffee and not pulling from other areas slowing down orders.
- The new ordering system is not user friendly. Also there is no one standing by to assist with instructions to show how to order a complex order when choices are set on the screen. I would like to see that system gone.

#### **Pro Kiosk Feedback**

- The kiosks are okay. I think getting used to them are still a work in progress.
- Didn't think they would like the new kiosk system, but they really enjoy how easy and quick it is. They also like that they don't have to talk to anyone.
- Several staff members shared that they love the app. They order, and walk over and their food is ready. But, they also miss the interaction with staff, and the welcoming feeling of the café. They feel that staff is disconnected.
- The lines to pay have been eliminated so process of ordering and getting food is quicker.
- Can there be a "Build a Meal" option, where they can order a meatloaf sandwich, but then mashed potatoes from the entrée station?

- Option for Ice Tea ? Paying same amount for ice tea as soda.
- Can there be a comment section ? Like, light cheese, or light sauce, fresh eggs, diced jalapenos not whole
- I think the Café is great for the most part.. I'm still not sure how I feel about the kiosks.. They take some of the personal touch out of ordering the food... If the kiosks make it more efficient and/or better for the Round House staff, then I'm good with that... but I just had to say it takes away some of the personal touch I personally love.. Being able to go back to the stations, see what's there (and what it looks like) and then ordering what I want
- Sometimes not all the right options or menu items are available on the kiosk.. For example, Monday the \$5.25 special wasn't even a selection on the kiosk even though it was shown in the Café email. The staff are very quick to make note and try to get things fixed on the kiosk, though, so I will give them gold stars for that.
- Everyone is always so helpful.. For example, Eileen (not sure if that's how she spells her name).. The other day I had a coupon and wasn't able to figure out how to use it on the kiosk.. She walked over with me to a kiosk and showed me what I needed to do.
- The Round House Café is AWESOME! Love the food and now that I am familiar with the new system, I like it too!
- I like the new system. It's easy to pre-order from my phone and spend less time waiting for food.
- I am getting used to the kiosks, although I have had more wrong orders and issues with my orders than I did working with humans.
- I reported that I had paid for spinach in my omelet and no spinach was in my order when I ate it. I let Elana the cashier know this and she adjusted my current order and gave me a loyalty discount for the spinach! She rocks! I love the human element
- Good Morning , First and for most I personally think the round house is awesome. I do have one issue with the new KIOSK. The issue with the kiosk, Is this I could not find a button to select if I were to want extra anything, For example I like extra spam but could not find anywhere on the kiosk to add extra spam so I verbally had to ask someone in person to add extra. Other than that you guys still rock.

#### **Items Discussed in the Focus Group Meeting**

- ABSOLUTE NEED: Method to order for group and pay with p-card, and have everybody get what they ordered
- Credit Card & App issues – help people with the app – perhaps offer one-on-one training
  - How about an “info table” like IT and Map GIS do?
- Publicize Eileen taking cash, cards, and everything? (Add a second cashier to assist?)
- Is it possible to put the kiosks closer to the action? (People want to look and see what's available)
- Signs – order here, pay here, pay with debit/cash
- Warmer: with signs so it's easier to pick up – order missing
- “Just don't like it.”
- Transporter vehicle to take delivery orders to RPHC, Chaparral
- Order Status Board – use the entrée station TV to say “your order is ready” and show numbers
- Placing Café hours on the door
- “Use the kiosk” – rude and short responses
- Need more “cheese” options for Grilled Cheese
- Build a Meal option – Comments section
- Need more staff interaction. – Focus of staff is on the tickets, not the customers
- Bring back real people – old fashioned was better – want more modifiers
- Community environment – this has more of a corporate feeling
- Touch screen needs to be “touchier” – have to hit it several times before it takes
- Staff/cashiers are helpful – AI can't replace the human element
- Staff keep an eye out for elders and others that look lost

#### **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](mailto:Paul.Johnston@srpmic-nsn.gov) or ARMARK Café General Manager Dan Barolli at [Barolli-daneil@aramark.com](mailto:Barolli-daneil@aramark.com) THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. 😊  
(Published End of November 2025)