

**YOUR
VOICE
COUNTS**
we hear you.

Round House Café Customer Feedback

**Questions, Comments,
Kudos & Klouts
January 2026**

Call 480-362-5537 or 362-5538

More than 2 million served!



Customer compliments, suggestions and concerns January 2026

- My pastrami sandwich was taken out of the oven too early and was cold. It was so good though, I ate it all
- Chicken Tortilla soup was so good, I had it four days that week
- I ordered on the app today, but when I picked up my order, it wasn't all there. I didn't notice till I got back to my desk. (*Sorry that happened. It appears you ordered soup and a drink to go with your lunch. Since soup and drinks are self-serve items, they don't get sent to a station for them to add it to your order. You have to get self-serve items yourself. You are ready for next time, and we gave you a credit.*)
- There seems to be continued confusion at the grill with what "comes with" a burger (*We've been tweaking the on-line ordering system to fix this concern. Keep trying, we think it's just about ironed out.*)
- I ordered delivery for RPHC. It never showed, but my card was charged. (*Sorry that happened. We fixed it.*)
- Absolutely love ordering on the app and thanks for extending the 10% discount! It's so EZ, and 10% off is great.
- ...and...I hate the kiosks, and the app. Please go back the way it was. I don't need another app on my phone.
- Love the lemon bars, the lemon cooler cookies – all of the Café desserts are delicious, even though I shouldn't
- Thanks for stocking the native American food items. I understand you get them from Ramona Farms. Fantastic
- How do I get my birthday coupons? (*No coupons. Just see the coffee cashier. She will verify your birth date, put in your order, and get you your \$10.00 off. Happy Birthday!*)
- Wish the staff had nametags so I could call them by their names and give them good feedback by name
- Still hoping for a "notes" section on the Kiosks to put in specific requests. (*Many have asked for this item. The problem is, typing in such requests letter by letter takes a lot of time, and people are waiting. We're trying to accommodate as many button "modifier" requests as we can. Suggest putting in your order, going to the station, giving them your order number and telling them verbally exactly what you're looking for. Hope this helps.*)
- Suggest option for skim/lo-fat milk on the app and kiosk
- Sometimes I go to order lunch at 9 am for an 11:30 am pickup, but the current day's menu isn't up yet. (*As you can imagine, there are many moving parts. We try very hard to have items uploaded, timely & accurate daily*)
- I'm new to the Community. Love the Café. Thank you for the items received during NEO. Very much appreciated.
- I ordered a burrito with beans – no beans. I ate it anyway, very good. Just thought you should know.
- Had trouble ordering the \$5.25 special. You folks took care of me with a coupon. App's not perfect, but you guys are working on it. Thank you.
- Can we have the Taco Salads daily? They are so good. (*Thanks for asking, glad you like them. Sadly, they are logistically challenging (each "shell" is made by hand in the deep fryer) and so we can only feature them periodically at the entrée station. Thanks again for your feedback.*)
- Portion of meat and mushrooms on the Philly Cheese was surprisingly small. (*We gave you a credit and spoke with the Chef's about portioning.*)
- Every time I order tater tots or fries, my container is half full of them. Recently, I got a side of tater tots with my burger. There were 32 tater tots. While I appreciate the generosity, I hate wasting food. Please tell the cooks to dial it back a bit. Thanks.
- Thanks for having the tacos regularly. We love them! ... and ... Please stop having tacos so often. Enough already.

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 ARAMARK Café General Manager Dan Barolli at Barolli-daniel@aramark.com THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Published January 2026)

