



Customer compliments, suggestions and concerns February 2026 – Focus Group Edition

- Go back to having the rotating daily lunch special
- More consistency needed in portion size
- Go back to having breakfast burrito priced by weight
- Add hash brown patties to the breakfast potato options
- Rotate sausage links and sausage patties.
- Why did the breakfast combo options change?
- When you have the option to pick 2 meats why can't you pick double bacon?
- Why can you no longer order the breakfast quesadilla from the kiosk menu?
- Miss Milo making burritos
- Breakfast egg bites special was a rip-off
- Open face Roast Beef and mashed potatoes were delicious
- Salad bar is very good, sometimes spinach needs to be refilled.
- Offer Lemon Hot Cheetos
- Add Muenster cheese to your menu
- Sometimes staff makes me feel like my order is burden to them; sometimes ignored by staff
- I notice people getting grab n' go items and beverages and they seem to walk out without paying
- When you place an order on the app- it doesn't tell you when it's ready. (I think I saw an email where it's going to show orders on the TV so hopefully this will resolve this issue)
- Catering has been more confusing. Apparently when Dan was doing the catering- he would send a clean pre-invoice sheet that was easy to follow, understand and modify. Sounds like whoever is doing catering now has a different process and feedback from our team is that it's more difficult to understand and modify during this new process.
- Staff would like to reward system brought back
- Still requesting extended hours and fresh/healthier options
- One suggestion was that at RPHC they have vending machines with fresh, healthy options- can those be added to each office or can the round house stay open longer with those vending machines being available, even if the full kitchen isn't available?
- Concern for portion size with kiosks – seems sizes have gone down since the kiosks arrived
- One consistent strength from Social Services is the dessert options, specifically the cookies
- Breakfast is done right. Prices are good for breakfast and portion size is good.
- Sumac Salmon salad was delish.
- I appreciate the influx of fish options.
- More meatless or seafood for lent.
- Where's Milo?
- Steak for breakfast is the best.
- Multiple requests for Loco Moco
- Love the Goulash and Posole soups.
- Can we get pictures of the food on the app?
- Café staff telling customers they have to pay first. I told them they could go to the coffee station to pay, they said the staff wouldn't even listen to their order.

- Love the Onion Rings
- Is there a way to earn rewards points when ordering on the Kiosk?
- I think they've done more, but I still say more customization options on the kiosk/app. Sub bread, or sub sweet potato fries or tots for fries, etc.
- Be more environmentally responsible – discontinue the use of single use items and Styrofoam. Take advantage of the recycling program that the coffee company offers for their coffee packets in break rooms.
- I don't visit much anymore but I do enjoy the break lounge here at RPHC. Question is there any way to get Peet's coffee added to the coffee selection here at RPHC?
- I stop by the Roundhouse every so often for a Pima Burger and they never disappoint
- A better menu! The food options have not been very enticing. I haven't eaten there in a while!
- Overall, think that the kiosk stations have been good.
- Recommend that they put in an additional kiosk in each Two Waters A and Two Waters B so that people can order during busy times without standing in line at Round House.
- Don't like the app – don't need an app just to order an occasional item for lunch at work. And when not at Two Waters, ordering on app to then commute to Round House doesn't make sense, too hard to time when order would be ready. Result is that have to wait anyway to order when on-site so use the kiosk instead.
- Some healthier options would be awesome in the café! More veggies and not just the salad bar. Steamed veggies and chicken stir-fry options. Some non-dairy items, too, when it comes to the treats and desserts. Bison steak! Vegan cheese options for those who are lactose intolerant or do not like dairy cheese. Sparkling waters in the to-go items. Offer more variety in the to-go bag chips. Basically, some healthier alternatives.
- New system seems to be working well for ordering ahead of time via the app. However, I don't think the staff always completes their ticket once they've finished preparing the order because the tracker that shows on the app isn't always updated as 'Ready' even though it is.
- Add options on the food items, the specials of the day. When the turkey burger week was the \$5 meal, I couldn't tell them no onions or pickles. I'm allergic to raw onions so I had to run there to make sure they didn't put any onions on mine. Same with the burrito choices, you can't do extra meats.
- The 360 app is not letting me know when the food is ready. Otherwise, a great asset to the café.
- I enjoy breakfast food the most. Like burritos, fruit bar, pancakes, etc. Keep up the good work.
- I really like ability to order ahead. It's very convenient. I wish they served Calzones every week. 😊
- I'd like to thank them for the puzzle challenge it was great!
- I'd like to inform them of how great the staff is.
- I'd like to thank Paul for supplying water to the GOVMT offices.
- I still don't like the ordering online/kiosks? I've tried different ways to order burrito and not getting prior result (Previously: requested chef to add a little bit of this and a little bit of that---portions are different when ordering online/kiosk).
- POSITIVE feedback: Daily Cafe emails, the \$5.25 value specials
- Regarding the kiosks to place orders, I would like a "comment section". For example, if you place an order for breakfast sandwich and you do not want the bread cook w/ butter, you can let them know. They put too much butter on the breads. People could let them know in the past because we could place the order in person. Now we have to use the machine.
- I like all the fun stuff they do. I never participate, but I like it.
- The Round House Café' moved the Oatmeal and Cream of Wheat to a new location, and they need to move the brown sugar, cinnamon, additional topping to the new location.
- Why is chili beans and chicken soup always served? Please add a variety of soups.
- Need a sign on where to pick up orders placed on the app
- I used to order a custom breakfast burrito. Now I don't because of the kiosk. Before, I could let the staff know to go easy on the portions.
- It would be helpful if they could clarify the portion sizes when you order. When I used to order in person, I could simply ask for a skinny burrito and specify exactly what I wanted included. They used to be friendly and take their time with each order, providing great customer service. Now, it feels rushed, impersonal, robotic.
- Using the kiosk takes a lot longer to order our food
- There is a line at the kiosk, so it takes a while to order (*Order on the app. No line, no wait, order ready on arrival*)

- Waiting for our food takes forever, by the time we get our Food there is not much time to eat.
- There is also no human interaction, the employees seem sad or bored. It's no longer a good vibe to the place
- Customers should put it to a vote to keep or get rid of the Kiosk.
- Food tastes rushed. The cooks are running around with their heads cut off and seem more stressed/frustrated
- I feel it is so much easier to make contact with the staff to put your order in and then you're out. Less waiting.
- I feel like the prices are always changing.
- Why am I being charged extra for the dressing size cup of sunflower seeds for my food?
- Why was Shrimp \$2.00 extra for the stir fry?
- When the previous day's menu item runs out, it is not put back on the menu at the kiosk to buy the next day.
- You never know when you will catch Café staff in a good or bad mood.

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. ☺ (Quarterly Focus Group Edition, Published February 2026)

