

	<h2 style="color: red;">Round House Café</h2> <h3 style="color: red;">Customer Feedback</h3> <div style="border: 1px solid black; padding: 5px; margin: 10px auto; width: 80%;"> <p style="color: blue; font-weight: bold;">Questions, Comments, Kudos & Klouts April 28, 2026</p> </div>	<p>Call 480-362-5537 or 362-5538 <i>More than 2 million served!</i></p>  <p>the ROUND HOUSE café</p> <p>Longmore just South of Osborn</p>
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Customer compliments, suggestions and concerns

- MULTIPLE: Several customers reported being approached by a person in need, asking them for assistance with purchasing a meal. Based on that feedback, we were able to put the person in touch with appropriate Community services. They are getting the help they need. Thanks to all who let us know about the situation.
- The Bronto Ribs for the Café Birthday – wish we could have them more often. Expensive, but yummy.
- Hard to believe Two Waters has been here 17 years. Congratulations on your birthday and 2.3 million customers!
- Turkey Tetrazzini soup is one of the best the Café has served. Had it four out of five days. And it’s back this week!
- Yesterday’s Salisbury steak was a disappointment. Zero flavor, dry. No onions, celery or carrots. Sad, really.
- The donuts I got from the vending machine were moldy (*we helped with a refund; service was called*)
- Outdoor Street Tacos were delicious, especially the Chicken. Love the outdoor meals!
- Items in CDD vending machines sure seem to get stuck a lot. Wish the machines were more dependable.
- Just noticed the “rewards” in my 365 Pay app – 1,000 points = \$10! And I’m at like 4,000 points. This is awesome!
- HAWAIIAN BBQ: Thank you for the wonderful employee Hawaiian BBQ lunch today. Many of our department staff said it was the best BBQ the Café has ever put on. We enjoyed the chicken which was very well cooked and not dry. Thanks again. All good things were said.... AND I want to thank you for the delicious lunch. I especially loved the coconut rice. It was the first time I had rice prepared like that, and I can it is now a favorite. All the food was delicious and very tasty. Please thank your team, especially chefs/cooks.
- Could have sworn the screen said “click here if you don’t want gravy on the meat loaf” and “click here if you don’t want gravy on the potatoes/rice”. We didn’t click anywhere – and out of four items – we only received gravy on one scoop of potatoes. No gravy on either meat loaf; no gravy on rice. Disappointing.
- Thank you for adding the option of ordering just a chicken breast
- LOVE the new “now serving” screen above the entrée station. And I noticed there’s a new Kiosk by the entrée station and close to the Grab and Go. These are both great additions to the Café! Thanks for making it easier.
- Not sure how it happened, but I received the wrong burrito. Still not liking the Kiosks.
- Is it possible to remove the fountain drink from the combo? It would be nice to have that option.
- Sometimes I just want to purchase the side at the entrée station. Can this be added to the menu options?
- Egg was ordered over medium, but the white part was not fully cooked through
- \$28 for the Bronto Rib Meal? Was that right? (*Unfortunately, yes. Our raw product cost for the ribs are \$20 each, plus labor prep, cooking, etc. We’re selling them barely above actual cost. Honey Bear’s BBQ near the airport charges about \$40 just for the rib, based on weight – and the sides are extra. So at \$28, the Round House is well under “real world” pricing. BTW, we sold about 160 ribs – pricey, but still popular*).
- Only half of my order at the kiosk made it on my receipt; only got fries, no sandwich. (*We gave you a refund*)
- Both my co-worker and I had problems with our stir fry orders; both included ingredients we didn’t order (*we issued you credits*)
- No paper/foil between my omelet and the foam – so my eggs had melted foam on them (*So sorry that happened. We issued you a credit*)

Submit your feedback...

- To submit comments on ARAMARK’s customer 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. ☺ (Feedback gathered March/April, Published April 28, 2026)

