



**Customer compliments, suggestions and concerns – sorted by type of feedback**

**App & Ordering Experience**

- Customers often do not realize there is an additional screen for app/online orders.
- Some sides appear as “sides only” when ordering.

**Menu Suggestions**

- Add back daily lunch specials at the grill instead of weekly.
- Offer a rotating 1/2 sandwich + 1/2 soup combo daily.
- Consider offering two weekly \$5.25 specials instead of only one.
- Bring back Totchos
- Use melamine bowls for soup
- Offer fresh vegetables as a more frequent side option.
- Provide more fish options but also have other proteins available like chicken when fish is served.
- Expand coffee selection; explore partnership with a local vendor (e.g., Press).
- Add matcha as a beverage option.
- Consider offering smoothies.
- More fry bread days requested as well as traditional items with them like lima beans
- Add more vinaigrette varieties. .
- Include sugar-free dessert options
- Explore adding birria ramen and other “popular” food items as entrees.
- See if Chicken & Pinto Bean Soup is available in recipe book? Bring this back if we can.

**Packaging & Labeling**

- Label burritos, especially in large group orders.
- Improve burrito wrapping quality

**Combo Ideas**

- Coffee + Danish combo; Coffee + Waffle combo.

**Vendor & Event Planning**

- Bring in Mother’s Day and Holiday arts & crafts vendors earlier and/or more often

**Pricing & Discounts**

- Café could offer potential senior/military discounts (Fridays only or all week).
- Guests shared concern about too much salt on corn chips and some other items.

**Operational Issues**

- Some kiosk items appear available but are not; need to double-check daily to ensure all listed items are available
- Consider offering entrées fully à la carte.

**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](mailto:Paul.Johnston@srpmic-nsn.gov) or ARMARK Café General Manager Dan Barolli at [Barolli-daniel@aramark.com](mailto:Barolli-daniel@aramark.com) THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Feedback gathered from Café Focus Group 5/12, Published May 26, 2026)

