



Customer compliments, suggestions and concerns – Café Focus Group Edition

- Sausage links instead of patties
- Shredded hash browns
- Healthy option besides fries. Ex. Salad, fruit, broccoli, carrots, corn.
- Moco Loco Gravy was too watery.
- Rotating daily lunch special
- Add French Bread Pizza as weekly pizza special.
- The only way to alter breakfast specials are to tell cooks, ex NO AVOCADO
- Breakfast quesadillas crunch wraps were good.
- Like the option not to add a drink to lunch special.
- What happened to Juan, he was good.
- The eggs from the burrito bar were cold on a couple of occasions.
- Some people still have confusion with the app
- Ice cream novelties? Waffle Bar? Fresh Fruit pieces for lunch?
- Please bring back the steak and egg breakfast. (Last week of August)
- Daily specials not as advertised. Example: Excited about chicken wing special and when I got there it was chicken tenders. Also had a Noodle dish – they used a completely different noodle than advertised. – HAVE WHAT WE SAY WE'RE GONNA HAVE!!!!
- Can we add Tajin to the condiment table?
- Please bring back pretzel bread sandwich at Deli.
- The Creamy Chicken Wild Rice Soup is so good!
- Please call out the person's name – not the number
- I like the recent addition of hummus to the salad bar. Are there other items to add, like baba ghanoush and falafels
- I used to enjoy eating at Roundhouse but for the past 6-8 months, I feel the food quality has greatly diminished. I salad bar doesn't seem as fresh (i.e. turkey is rubbery), sauces seem to be blander (chili, spaghetti sauce). Also, I ordered a chicken breast sandwich the other day and got two chicken tenders on a bun. That was very disappointing. I was so looking forward to the smashburger tacos and I got cold meat in the middle of very soggy taco shells. Everyone continues to be very friendly and the prices are reasonable, but I'd rather pay a little more to get better quality food.
- I love using the app. Especially during the busy time of the day. The staff is always friendly and helpful.
- I want to be able to remove items from my order in the app. For example below, I would like to take off the guacamole and garlic aioli, but do not have options to do so...
- I have been meaning to give feedback/ ask about why they reduced their Starbucks menu. I was ordering iced white chocolate mochas regularly then it disappeared from the menu. It always felt like the staff were annoyed when they had to make the Starbucks drinks, maybe it would be helpful to have a staff solely dedicated to making the coffee in the morning? Seems like they are stretched thin. 😊
- 10% off discount no longer works (*replaced by rewards*)
- Sodas in vending machine first floor building A are not very cold (*we submitted a work order*)
- The Kiosk's items seem to change when I am ordering from the Entrée section: added items, removed items, with a soda, without a soda, missing items offered.
- Why does the Roundhouse seem to be closing the stations earlier at 1PM, isn't closing at 1:30PM if not, please notify us of the change in hours.
- Tried to order pizza at few minutes after 1PM and was told that they were not making pizza anymore.
- Every time I try and order online it says I can't, that I need to contact the app or the vendor, so I talked to Cynthia. I think is her name at the roundhouse. 2x still nothing, she also trying to try it
- Sorry idk if that anything you can talk about. Or maybe they can figure it out.

- Bring back pay by the pound burritos and burrito punch cards. Since kiosk has been introduced, I've personally been using local vendors and other Enterprises for burritos.
- We ordered 2 Chipotle style bowl meals through the kiosk and it was not the items we selected in our order.
- Missing condiments, like mayonnaise packets and the guacamole.
- Bring back healthier items for the 5.25 value meal like the half sandwich/soup and veggie burgers.
- Like the soups that have been offered lately.
- Like the Mexican and Asian style bowl meals.
- Like the loaded BLT offered this week!
- Are we able to have an in-person cashier that puts in our order and assists us with paying as an alternate option to just using the kiosk?
- I utilize the 360 online food orders several times a month, and I would like to say the preparation and packaging have improved. I really appreciate how they place the items together in a pan, making it easier to transport large orders.
- I would like to request that labels be placed on the breakfast burritos (example: label eggs, potatoes, bacon no cheese vs chorizo, eggs & potatoes etc)
- I want more budget breakfast options, such as oatmeal with a bowl of fruit
- The steak meals are delicious, keep them coming!
- Would like some spicy salsa and whole bean options with Mexican food
- Love the Italian wedding soup
- I don't eat at the Roundhouse regularly. However, when I do, the food is always fresh and good. There are many times when I have a late lunch and would like to get something to eat after 1:30 pm
- Love the chocolate cake!
- The chicken & wild rice soup is wonderful.
- The staff has been great about showing customers how to use the kiosks.
- Thanksgiving dinner is one of the best offerings.
- Please add Elote to the salad bar or as a meal or snack
- Catering has been excellent and well received
- Micro Markets are working out well
- Double check the ticket before calling out the name or number. Make sure the order is right.
- They got my order wrong and forgot to add the bacon
- There is never any more soup of the week left when I go to get it.
- Bring back the clam chowder soup and lower prices please.
- We ordered tortillas with our meals, and they forgot to include them.
- Would appreciate having someone at the register all the time as I have had to wait for assistance several times.
- The staff are always very kind and helpful. Thank you RH.

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-daniel@aramark.com THANKS FOR ALL YOUR FEEDBACK! We appreciate your patronage and input. ☺ (Published September 1, 2026)

