

YOU SPOKE, WE LISTENED

ON-SITE
INSIGHTS

Chartwells Dining Services truly values your business and we want to ensure that our quality and service levels continue to exceed your expectations. Recently, we conducted some focus groups with students, faculty and staff, which will prove invaluable to the continuous improvements of your dining offerings.

Below are the top 10 responses from the focus groups, as well as our plans of action to those responses.

CUSTOMER COMMENTS

OUR ACTIONS

1	Please improve the flavor and texture of pizza crusts and Mongolian grill sauces and rice at Dine 49	Standardized recipes and procedures are now in place for improved consistency. Our Chef conducts quality checks every service to provide on-going training.
2	We want to see more fruit options available.	We will offer a minimum of four types of fruit daily. Additionally, we will be working with our suppliers to get more seasonal fruits to increase variety.
3	Can there be at least one hot item line open at Dine 49 during the 2 -4 dead period?	Pizza will now be available until 4 pm in addition to the salad bar and sandwich station.
4	We want a voluntary meal plan option that's more affordable.	We are excited to be able to offer the Block 15 plan for \$295 starting Fall 2016, which is comprised of 15 block dinners and \$150 Munch Money.
5	We want to see more variety in the salad bar, with new items introduced.	We recently asked our guests what specific items are desired at the salad bar and have started introducing them in a rotating cycle. Some new items include, real bacon bits, blue cheese, and homemade salad dressings.
6	Please make sure catering services are on time and hot foods stay warm.	We now have a dedicated Catering Chef to ensure quality control for every meal and updated our order form to improve communication between our guests and the catering team for a timely delivery.
7	Please make sure utensils are stocked and condiments are filled during the meal period.	Additional silverwares and condiment dispensers have been purchased and placed out in Dine 49 to help meet the demands. Associates are also checking in on the station every hour to make sure supplies are stocked
8	We want to see more vegetable sides that have flavor and less steamed options.	We have reduced the usage of steamed vegetables in our menu cycle and have replaced them with more grilled and roasted vegetable options.
9	We want to see more events throughout the semester in the dining hall and would like to know about them in advance.	The Marketing Team will increase usage of social media, campus digital boards, and print advertising as an ongoing effort. Guests will be able to opt-in to biweekly/monthly emails with promotional information in the Fall
10	We want healthier snack options and more grocery items at Campus Cache.	Campus Cache now has a dedicated rack for healthier snacks that we hope to continue to grow. More grocery like items, such as peanut butter, jelly, and bread are now available at Campus Cache as well.

WE VALUE OUR CUSTOMERS!

chartwells 
where hungry minds gather