



# Annual Strategic Plan



# Agenda

- STRATEGIC ALIGNMENT
- CAMPUS ECOSYSTEM
- RESEARCH THEMES
- SOLUTIONING COLLABORATION
- SUPPORTING STUDENT SUCCESS
- FINANCIAL REVIEW
- NEXT STEPS
- APPENDIX

# STRATEGIC ALIGNMENT – NEXT LIVES HERE



## Delivering the “Next Lives Here” Experience

- Defining Bearcats Culinary Group’s student experience to be inclusive of all students.
- Demonstrate value and quality to build culture of trust
- Affordability/Accessibility to include the immersion of commuter students
- Providing fresh and flexible dining program focused on hospitality, safety, and allergen awareness
- Team of Next

## Advancing Urban Impact

- Local Partnerships – 80 Acres
- Healthy for Life
- Food Recovery Network
- ABC Day
- Co-op role opportunities
- Saxbys

## Fueling Bold Innovation

- Technology driving additional connections for Student Success
- Technology driving quality, growth, throughput, and consistency
- Activating late night options



# A Recipe for 5H Hospitality



**Our Leadership is highly visible to employees and consumers**

**We grow, develop & promote from within our team**

**We make a concentrated effort to welcome, know, and be known**

**Our service helps campus feel like an extension of home/family life**

**Our program has strong connections to the Campus, its Traditions, & Community**

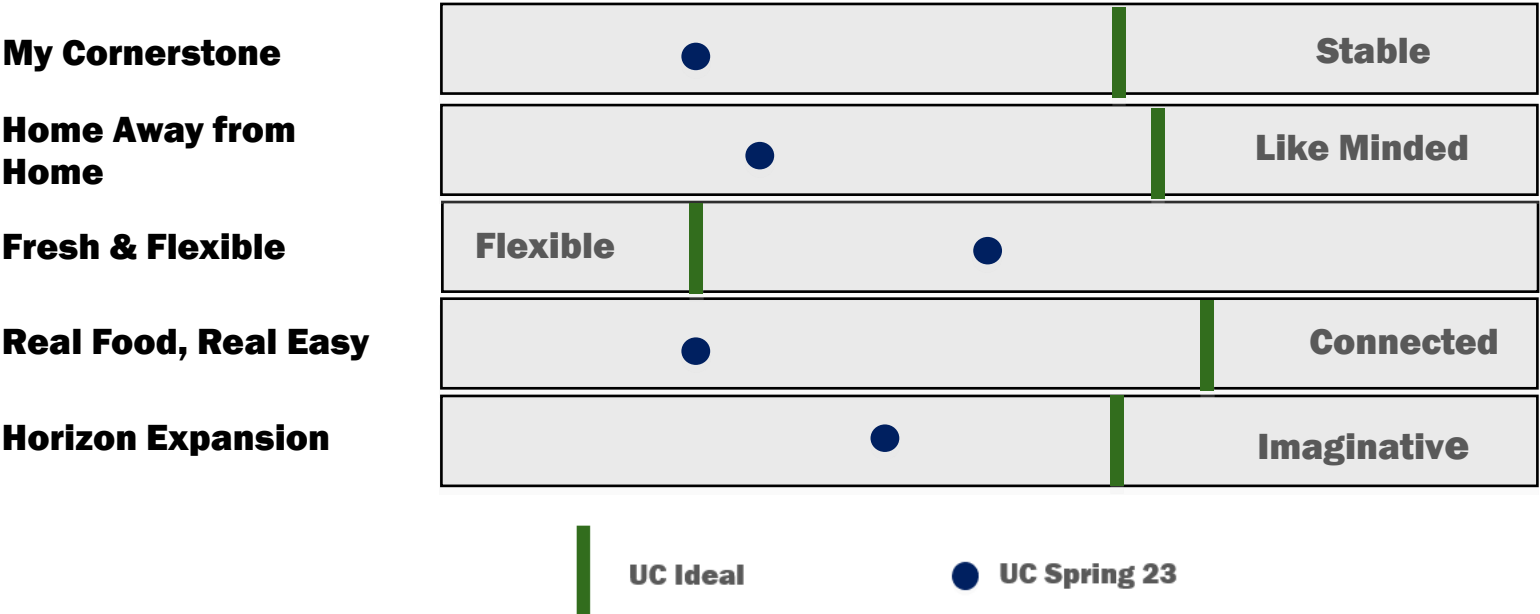
**We actively engage with Student Groups**

**We are willing to go beyond what is required to deliver against the unique needs of each campus**



# Our Recipe for Hospitality

## Measuring the Current State of Hospitality on Campus



## Our Recipe Going Forward

-  Home-like environment
-  Connection to campus
-  Real Food, Real Easy



# Research Themes

BEARCAT CULINARY GROUP'S DELIVERY OF "NEXT LIVES HERE" ANCHORING THE STUDENT EXPERIENCE, TRANSCENDING COMMUNITY IMPACT, FUELED BY BOLD INNOVATION THROUGH AN ALIGNED STRATEGY THAT DRIVES STUDENT SUCCESS



## Residential Themes

- Food quality, presentation, personalization

## Distinct Dining Destinations:

- Celebrating Cincinnati Neighborhood Cuisine @ MarketPointe
- Authentic Flavors @ On The Green
- Crossroads of Student Engagement @ HomeTable, A Community Eatery

## Certified Culinarians

- Expand focus on scratch cooking, wellbeing and special diets

# Solution Collaboration Residential



**Market Pointe** gathering space that is unique destination connecting student communities or a crossroads to celebrate hyperlocal cuisines. Guiding Principles:

- Exceptional food experiences
- Genuine connections
- Authentic Cincinnati ingredients, entrepreneurship and artisans
- Wellbeing for self and planet; plant forward

**OTG:** Celebration of Authentic Flavors

- Allergen Kitchen to private dining
- Expand seating to exterior walkway
- Outdoor seating w misters, heaters, lights umbrellas,
- “To Go” eco containers
- La Latina Cocina pop-up
- Relocate Choolah to OTG
- OTG Express becomes mobile order and pickup, food robotics

**Center Court:** becomes Home Table – A Community Eatery

- “Next” in kitchen technology: Hyphen, Creator and Picnic
- Hybrid stations to accommodate inclusivity
- Enhance game day experience with open access to food hall atmosphere with Gastro Pub featuring local craft brews
- On trend and health focused restaurant quality offerings like Steel Kitchen, Bowl-A-Rama, Cincinnati Pie Co.
- Wellbeing spaces enabling students to nourish and refresh
- Enhanced living room spaces



# Solution Collaboration Retail

**TUC Food Court:** CFA, Panda, Cincy Grill, and Twisted Taco

**Catskeller:** Freshens Fresh Food Kitchen and Zen sushi

**Teacher's Café:** Rebrand; add Costa coffee

**Bearcat Café:** Ghost kitchen with food lockers; convert seating to community space with gaming

**CCM Starbucks:** converts to Coffee 86





# Solution Collaboration Supporting Growth

- Zimmer Garden: activate space with outdoor seating and shipping container featuring rotating artisans
- Self Service Byte coolers in Rieveschi, Chemistry and Clifton Court Halls
- DAAP: Artisan Café featuring expanded signature bakery café inspired menu
- Langsam Mezzanine: Byte Market featuring Well Being menu, Maggie's Bakery, fresh meal solutions, relaxation space
- New Late-Night Destination in front of Market On Main
  - New style of service using technology to order at your table
  - Helps with lunch/dinner capacity
- Market will feature Teaching Kitchen, tech driven grab and go plus programming



# Solution Collaboration Next Technology



- Expand GrubHub across campus
- Bearcats Ghost Kitchen
- Automated Eats
- Nutrislice
- Catering Attendant Paging
- Oscar Trash Sorting
- Implement Network foundation

- Order at Table
- Meet to Eat
- Biometric Turnstiles
- Local Vendor Bearcat Dollar Acceptance

- Ontology, new immersive feedback system

YEAR

1

YEAR

2

YEAR

3

YEAR

4

YEAR

5

- Student Run Delivery
- Market on Main Quick Eats
- Atrium PMS
- Micros POS
- Loyalty
- POD Self Check Out

- Center Court revitalization, Home Table 2.0
- Hyphen technology

# SUPPORTING STUDENT SUCCESS



## Enriching Student Lives

- Life skills cooking classes with athletes
- Teaching classes
- RD tabling for orientation/ consultation
- Activate Cool Foods
- Student Wellness Center partnership
- Allergen captains
- Take 15

## Telling The Food Story

- Robust social media campaign with University Marketing
- Marcomm plan for overall wellbeing
- Boost food story telling
- Promote local and sustainable solutions

## Service Excellence

- **Service Excellence Ambassador**
- **Listen** – We believe that feedback is a gift so we listen, engage our teams and adapt accordingly
- **Engage** – We are familiar, friendly faces eager to engage. We'll actively be asking for your feedback so let us know how we can further support your DCG experience
- **Respond** – Based on your feedback and engagement, we look forward to crafting dining experiences that feel personalized and custom in approach



# SUPPORTING STUDENT SUCCESS



## Community Relations

- COOPs
- Student voting for rotations
- Experiential learning through academic depts like Medical School, DAAP, student orgs
- Continued/expanded community impact with Special Needs group, food pantry, MWBE partners
- Build out relationship with 80 Acres Farms

## Sustainability

- Partner with Univ. Sustainability Committee to develop an OH Proud campaign; BIPOC outreach
- Establish local and sustainable purchasing KPIs
- Babylon Farms in Market Pointe
- OZZI receptacles, Oscar waste sorting
- Composting
- Weigh the Waste
- Partner with Bearcat Pantry

## Meal Plan Optimization

- Lower student prices
- Meal plans tailored to campus segments
- Increased declining balance to enhance participation
- Targeted commuter plans
- Greater meal exchange flexibility



# Financial Review

FUTURES BETTER

SERVED



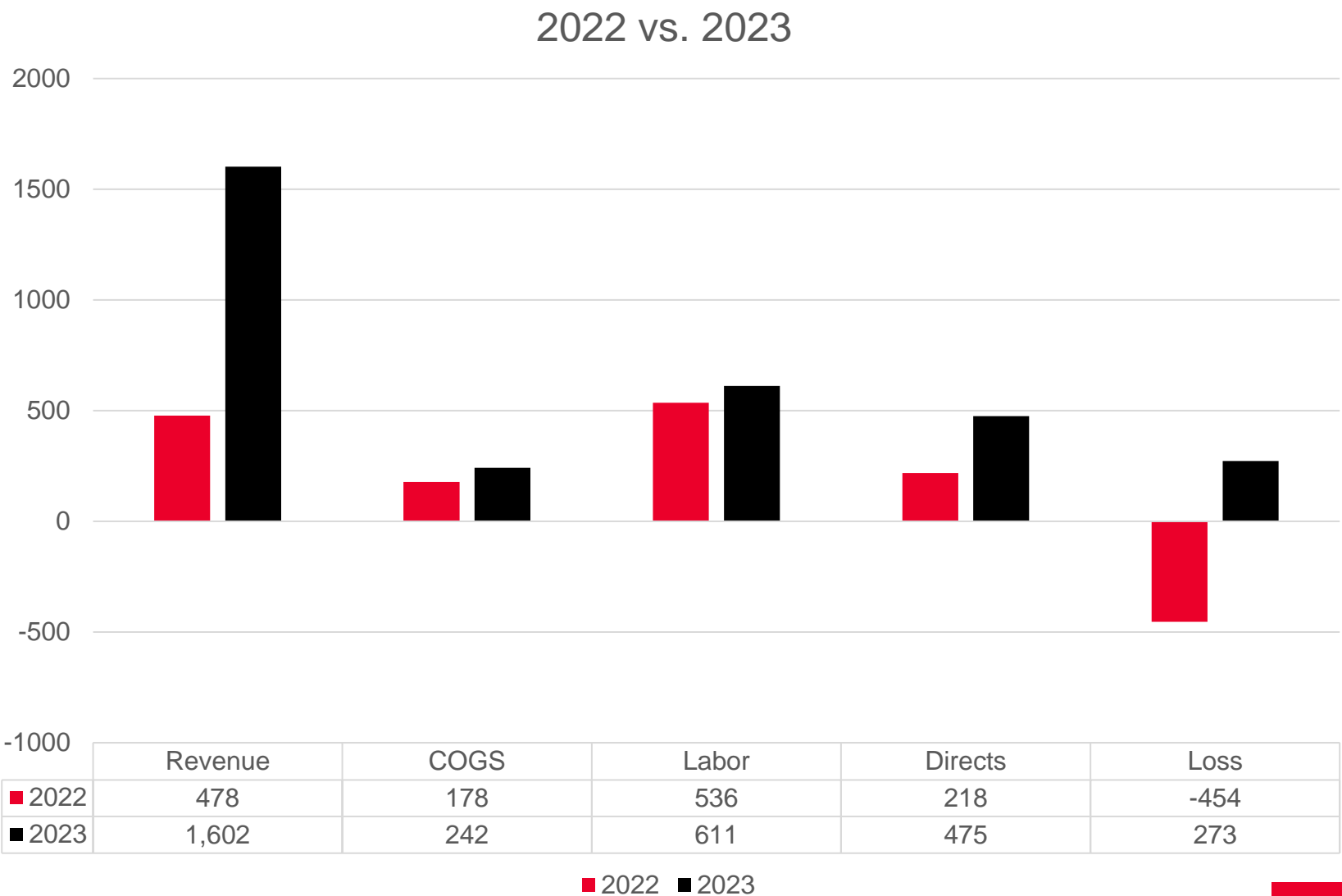
# Agenda

1. Financial Review- June
2. Accounts Receivable Updates
3. End of Fiscal Year Results
4. Budget Projection FY24
5. Next Steps





# Financial Overview June (000's)



## Revenue

- \$1.6MM in revenue in June 2023
- \$927k in Summer 22 and Fall/Spring CDP drop from Deferred Income account
- Retail, Residential, C- Stores revenue up \$1.1MM over PY
- Food Court, Managed Services down \$10k over PY

# Factors driving June Results

EXPENSES 2022 VS. 2023

## Cost of Goods

- CPM (Cost per Meal)
  - Center Court: \$4.67
  - On the Green: \$3.88
- Campus Food Cost: 15%
- Callouts
  - Reopening costs from retail after April closure
  - Camps and Orientations drive revenue boost and COS increase

## Labor Costs

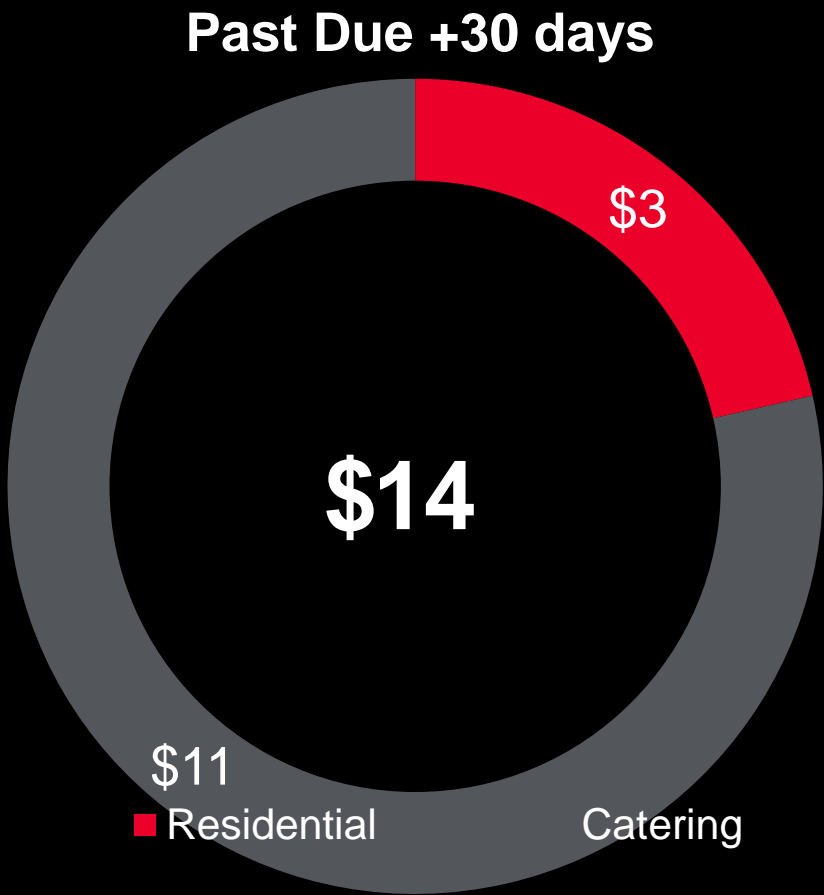
- June agency labor down \$7.5k over PY
- Overall wages up over PY
  - New admin salaried staff
  - YOY salary increases
  - Union YOY increase
- Market Pointe
  - Reopening staff

## Direct Costs

- Client Contract Rent Expense vs Depreciation
- The \$1.75MM grant is in Client Contract Rent Expense and as we had been accruing for it in Depreciation, the two offset to only show June Depreciation
- Commissions true up for fiscal year
- Starbucks POS subscriptions drove Tech Costs up this month

# Accounts Receivable

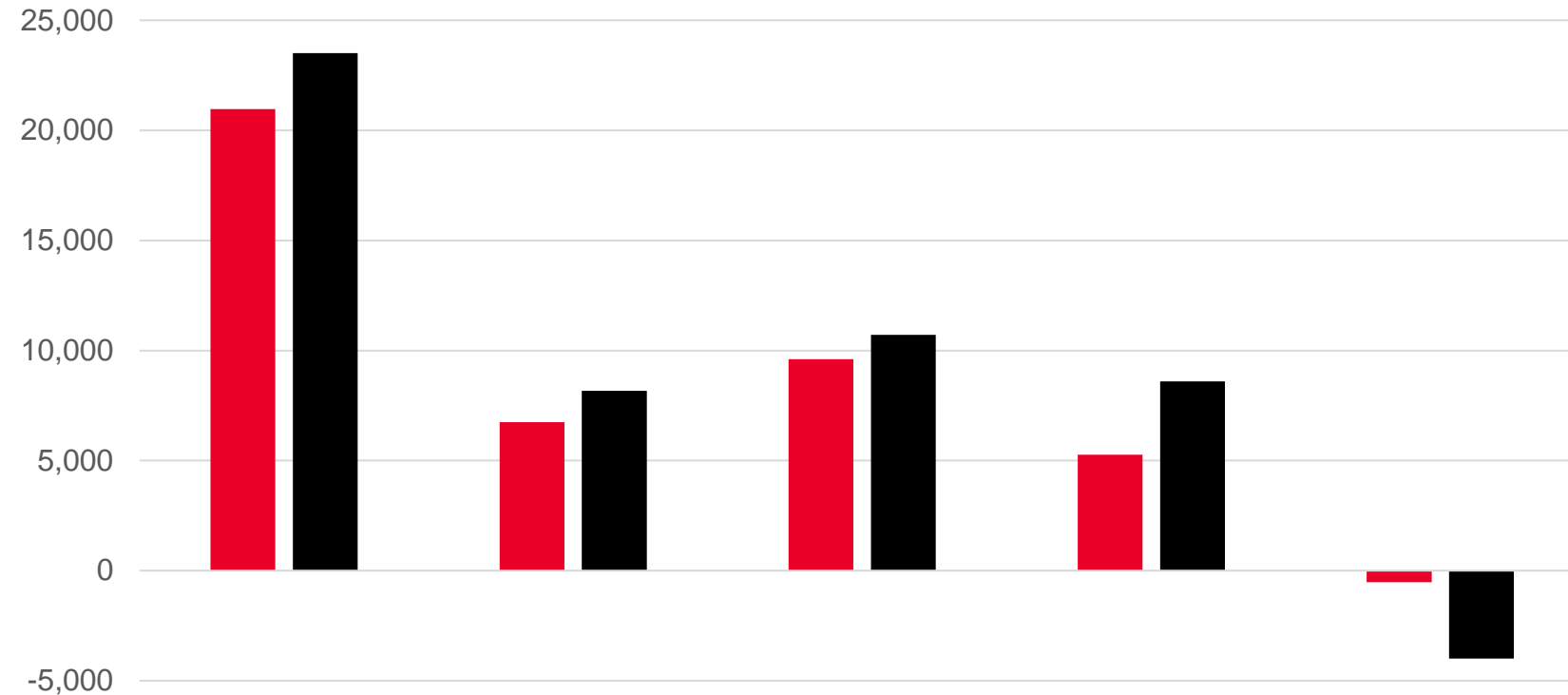
(000's)





# Financial Overview FY 23 (000's)

2022 vs. 2023



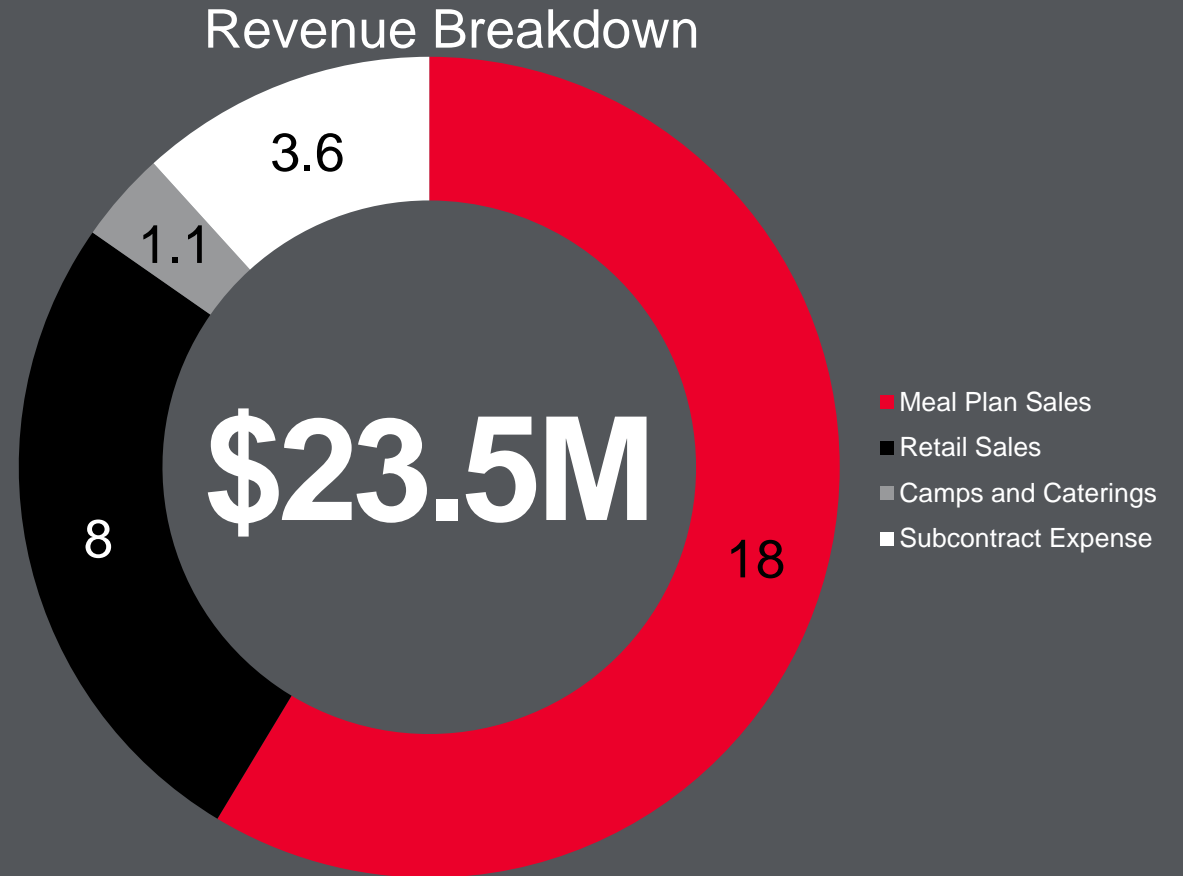
■ 2022 ■ 2023

- Revenue is up due to increase in retail sales and meal plan sales.
- COGS is up to due correlated sales volume activity and inflation.
- Labor is up due to increased agency labor fees, and increased FTEs, and pay increases.
- Directs are up due to increases in commissions associated with increased sales, grant payment, depreciation, lease expense, and miscellaneous.

# FY23 Revenue Breakdown

\$23.5M in revenue for FY23

- Up \$2.5M over FY22
  - \$18M in Meal Plan Sales
  - \$8M in Retail Sales
  - \$1.1M in Camps and Caterings
  - Subcontract Expense \$3.6M
    - Center Court: Choolah, Zen Sushi
    - OTG: Zen Sushi, Eiffel, Athenian
    - Bearcat: Athenian
    - Cincy Grill: Athenian



# Factors driving FY Results

EXPENSES 2022 VS. 2023

## Cost of Goods

FY23: 35%

FY22: 32%

### Callouts

- 12% expected increase in COS due to inflation
- Managed food cost across locations resulting in a \$1.4M increase with \$2.5M more in revenue

## Labor Costs

Agency labor up \$336k over PY

- Shortage of applicants for union positions

Overall wages up over PY

- Employee pay YOY increase
- Added employees

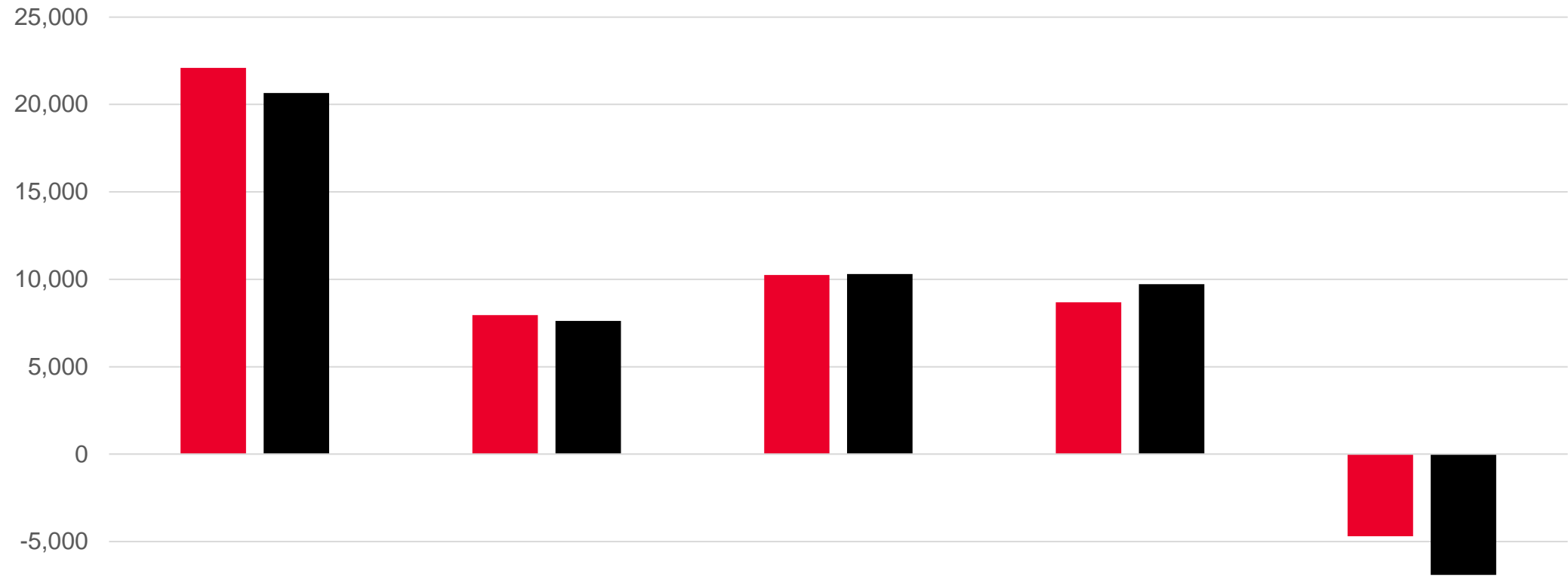
## Direct Costs

- Repair and Maintenance up YOY
- Flawless Cleaning service
- Commissions up due to YOY true up
- Increase in managed services
  - Armored Car, Credit Card Fees, Recruiting Fees, Consulting Services, Parking



# Financial Budget Projection FY24 (000's)

2023 vs. Budget 2024



	Revenue	COGS	Labor	Directs	Loss
■ 2023	22,087	7,945	10,239	8,689	-4,693
■ 2024	20,660	7,622	10,307	9,726	-6,911

■ 2023 ■ 2024

# Factors driving FY24 Budget Projection

REVENUE & EXPENSES 2023 VS. 2024

## Revenue

- Revenue is down due to an increase in subcontractor costs associated with the Market Pointe location.

## Cost of Goods

- COGS is down due to the use of subcontractors.

## Labor Costs

- Labor will be less in FY24 due to the use of subcontractors and a decrease in agency labor fees.

## Direct Costs

- Direct costs will increase due to increases in commissions, depreciation, and repairs & maintenance.

# Next Steps

- Align on ideas presented
- Discuss operational changes
- Next steps







# Appendix

FUTURES BETTER

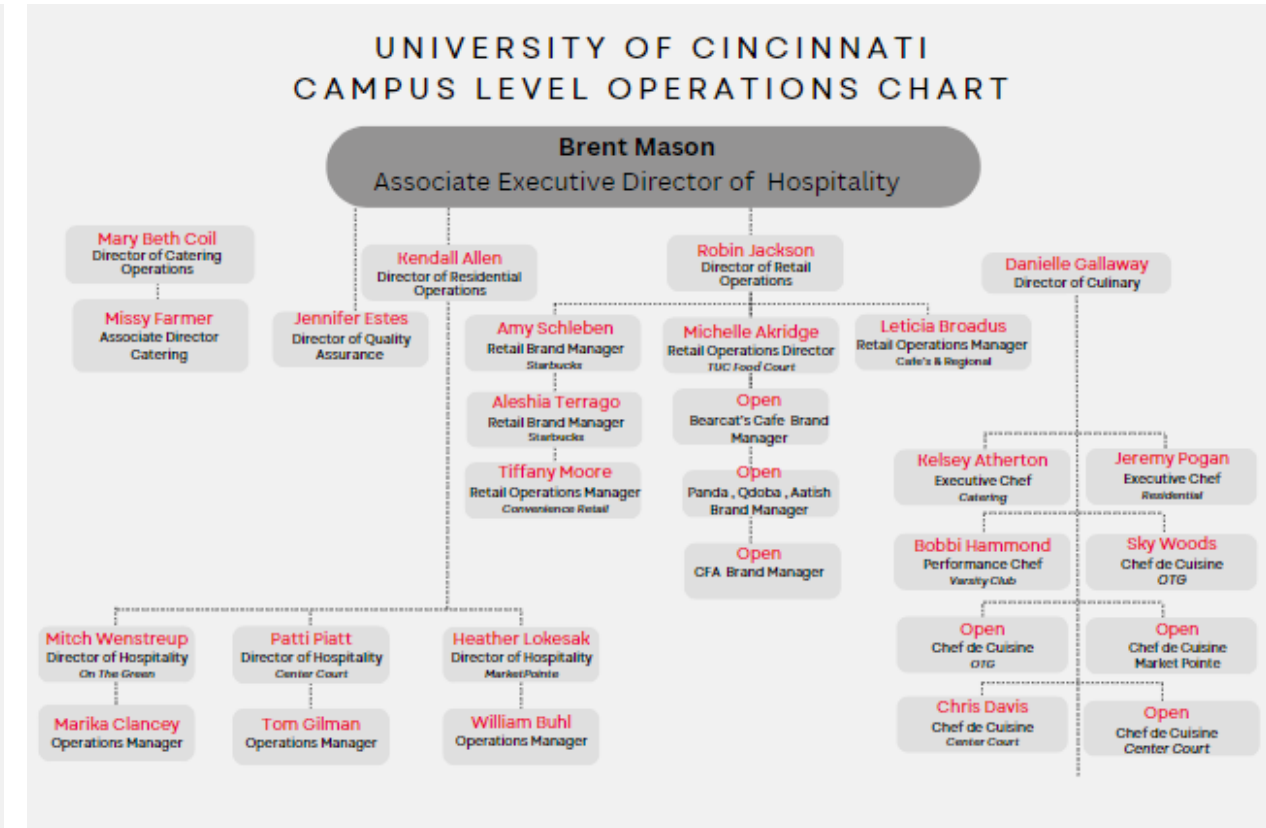
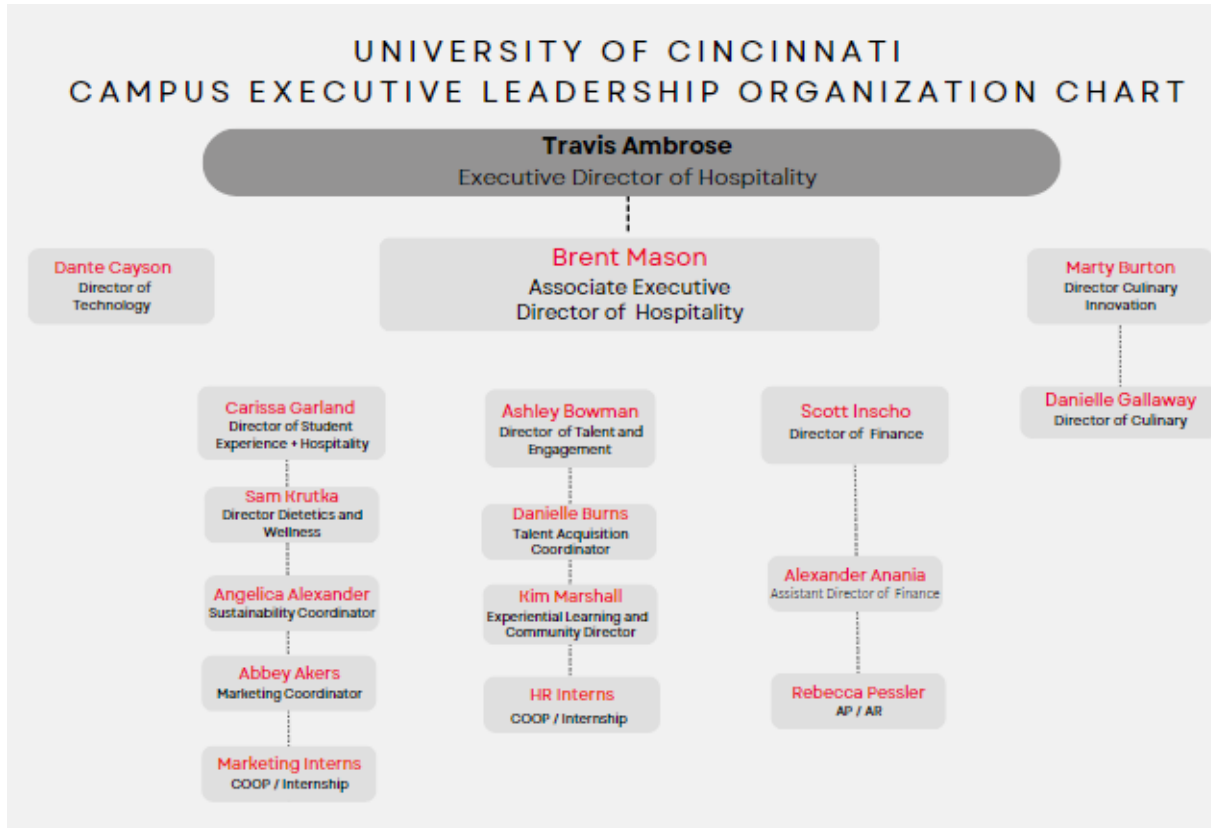
SERVED







# Organization Chart



Please note: Associate Director of Hospitality is a transitional role. We are using this role as a developmental opportunity for key leaders.

# SWOT Analysis



**Strengths/Weaknesses** are internal factors influencing the account performance and stability

**Opportunities/Threats** are external factors influencing the account performance and stability



# Retail Menus

## Starbucks

FRAPPUCCINO

BLENDABLE BEVERAGES

Caramel Ribbon Crunch

Mocha Cookie Crumble

Vanilla Bean Crème

Peppermint Mocha

Pumpkin Spice

GRANDE

16 FL. OZ.

CAL

5.95

470

5.95

480

5.25

380

5.95

430

5.95

420

TEA & REFRESHMENT

Strawberry Açai

Pineapple Passionfruit

Mango Dragonfruit Lemonade

Pineapple Passionfruit Lemonade

Paradise Drink Starbucks Refreshers Beverage

Pink Drink Starbucks Refreshers Beverage

Dragon Drink Starbucks Refreshers Beverage

Matcha Tea Latte

Chai Tea Latte

Iced Peach Green Tea Lemonade

Royal English Breakfast Tea

4.45

4.45

4.95

4.95

4.95

4.95

4.95

4.95

4.95

4.25

3.25

100

100

140

140

140

130

240

240

80

0

\*Starbucks Refreshers® Beverages

DON'T SEE YOUR FAVORITE? JUST ASK.

MERRY EVERYTHING

'TIS THE SEASON FOR THE DRINKS YOU LOVE

Peppermint Mocha

GRANDE 5.75 | 440 CAL

Caramel Brulée Latte

GRANDE 5.75 | 410 CAL

Chestnut Praline Latte

GRANDE 5.75 | 330 CAL

MORE GOOD TIDINGS

Toasted White Chocolate

Peppermint Mocha

Signature Hot Chocolate

GRANDE 5.95

GRANDE 3.95

420 CAL

430 CAL

370 CAL

TOASTY ALL THE WAY

PROTEIN-PACKED GOODNESS. ANY TIME OF DAY

Bacon, Gouda & Egg Sandwich

19 G PROTEIN | 420 CAL

Egg White & Roasted Red Pepper Egg Bites

12 G PROTEIN | 170 CAL

Impossible™ Breakfast Sandwich

21 G PROTEIN | 420 CAL

Double-Smoked Bacon, Cheddar & Egg Sandwich

21 G PROTEIN | 500 CAL

ESPRESSO & COFFEE

TRY YOUR BEVERAGE WITH STARBUCKS® BLONDE ESPRESSO

Caffè Americano

Caffè Latte

Caramel Brulée Latte

Peppermint Mocha

Toasted White Chocolate Mocha

Sugar Cookie Almondmilk Latte

Iced Sugar Cookie Almondmilk Latte

Iced Brown Sugar Oatmilk Shaken Espresso

Caramel Macchiato

Chestnut Praline Latte

White Chocolate Mocha

Vanilla Sweet Cream Cold Brew

Starbucks® Cold Brew

Freshly Brewed Coffee

GRANDE

16 FL. OZ.

CAL

3.75

15

4.65

190

5.75

410

5.75

440

5.75

420

5.75

180

5.75

150

5.75

120

5.25

250

5.75

330

5.65

430

4.75

110

4.45

5

2.95

5

ADD ESPRESSO

Starbucks® Blonde or Signature 1.50 | 5 cal

ADD FLAVOR

Regular or Sugar-free 80c | 0-25 cal per pump

NONDAIRY

Coconutmilk, Soy, Oatmilk or Almondmilk 70c

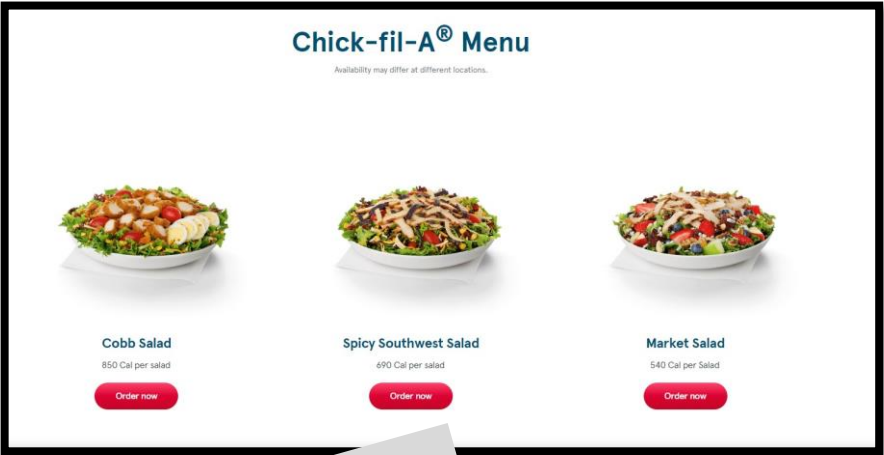
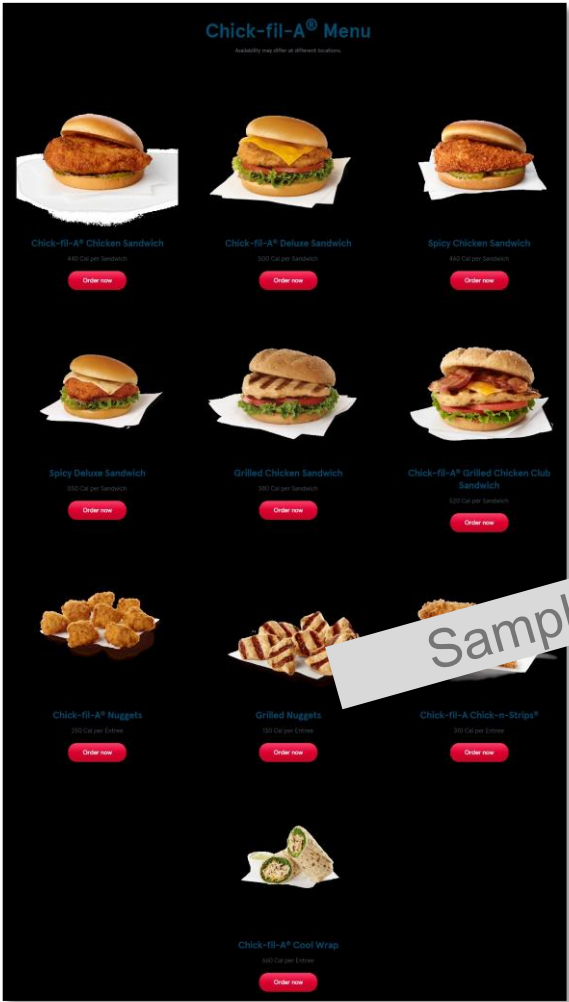
MAKE IT BLENDED

Iced Beverages Only 50c

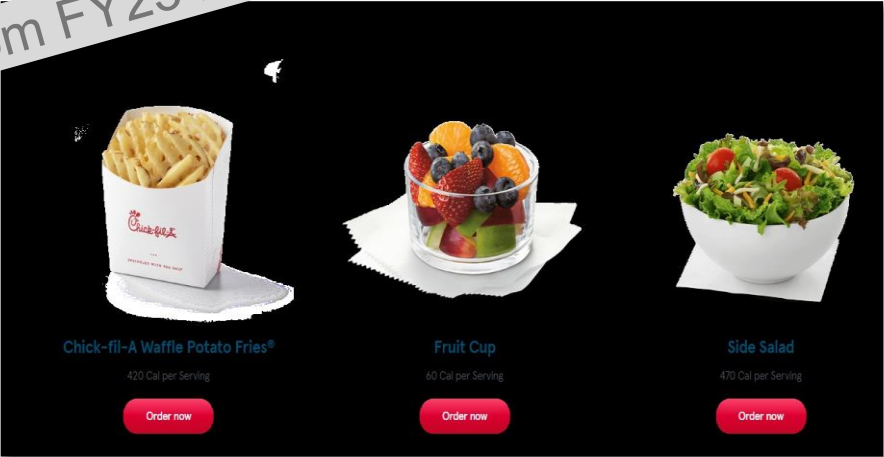
Products may contain known allergens. Find ingredient information at [starbucks.com/menu](https://starbucks.com/menu) or on the label. 2,000 calories a day is used for general nutrition advice, but calorie needs vary. Additional nutrition available upon request.

# Retail Menus

## Chick-fil-A



Sample from FY23 Review



# Retail Menus

## Panada Express

1 CHOOSE A MEAL

BOWL

1 Entree + Side(s)  
240-1010 cal 7.80

PLATE

2 Entrees + Side(s)  
390-1500 cal 9.30

BIGGER PLATE

3 Entrees + Side(s)  
540-1990 cal 10.80

2 CHOOSE SIDES

VEGETABLES

Super Greens 90 cal

NOODLES

Chow Mein 510 cal

RICE

Fried Rice 520 cal  
White Rice 380 cal  
Brown Rice 420 cal

A LA CARTE

Medium 3.20 Large 4.20

3 CHOOSE ENTREES

FAVORITES

The Original Orange Chicken® 490 cal 🍗  
Beijing Beef® 470 cal 🍗

PREMIUM + 1.25

Honey Walnut Shrimp 360 cal

WOK SMART

300 cal 15g OF PROTEIN

Beef 150 cal  
Kung Pao Chicken 290 cal 🍗  
Grilled Teriyaki Chicken 300 cal

A LA CARTE

Small 4.20 Medium 7.50 Large 10.20

PREMIUM A LA CARTE

Small 5.45 Medium 10.00 Large 13.95

4 EXTRAS

APPETIZERS

1.95

DRINKS

Fountain 0-570 cal 2.10 2.30 2.50

2,000 calories a day is used for general nutrition advice, but calorie needs vary. Additional information available upon request.

Sample from FY23 Review

# Retail Menus

## Cafes



### MEAL EXCHANGE MENU CampusView Café

- One Breakfast Item or Entrée
- One Whole Fruit or Chips
- One Drink

#### BREAKFAST

\*Breakfast is only served until 10:30 am

- Bagel
- Egg & Cheese Muffin
- Sausage, Egg & Cheese Muffin
- Bacon, Egg & Cheese Muffin
- Egg & Cheese Biscuit
- Sausage, Egg & Cheese Biscuit
- Bacon, Egg & Cheese Biscuit

#### BEVERAGES

- Bottled Water
- Medium Fountain Soda
- Small Coffee

#### ENTREES

- Deli S

**\*Please check cooler or ask cashier which sandwiches and salads are specified\***



### BREAKFAST

Bagel (Cream Cheese \$0.50)	\$1.35
Egg & Cheese Muffin	\$2.85
Sausage, Egg & Cheese Muffin	\$3.15
Bacon, Egg & Cheese Muffin	\$3.15
Egg & Cheese Biscuit	\$2.85
Sausage, Egg & Cheese Biscuit	\$3.15
Bacon, Egg & Cheese Biscuit	\$3.15

\*Breakfast is served until 10:30 am

### SPECIALTIES

Cheeseburger	\$6.50
Black Bean Burger	\$6.50
Chicken Sandwich	\$6.50
Chicken Tenders	\$7.50
Pepperoni Flatbread	\$5.00
Cheese Flatbread	\$4.50
Mac & Cheese	\$2.75
Grilled Cheese	\$2.25
BLT	\$3.49

### BEVERAGES

Bottled Water	\$1.50
Medium Fountain Soda	\$1.79
Small Coffee	\$1.79
Medium Coffee	\$1.99
Large Coffee	\$2.29

**CampusView**  
*Café*



# Retail Menus

## Cincy Grill

### Burgers

4oz Fresh Premium Burger with Fries

- Burger+Cheese .....\$10
- Burger+Bacon+Cheese.....\$11
- Impossible Burger.....\$10
- Chipotle Black Bean Burger.....\$10

### Entrees

- Crispy Chicken Strips (3 piece) with fries.....\$4.59
- Deli Sandwich.....\$6.79
- Salad Entree.....\$6.79



Sample from FY23 Review

### Hot Dogs

Served with fries

- Classic All Beef Dog...\$4.50
- Cincy Chili Dog...\$5.50



### Sides

- Side of Fries.....\$2.19
- Chips.....\$1.00

### Drinks

- Fountain Beverage.....\$2.45
- Bottled Water.....\$1.99



# Meal Plan Opportunities

1.

Reduce price point for first-year students by nearly \$500, aligning with first-year average price point of regional peers.

2.

Offer two Open Campus meal plans for first-year students in traditional housing with varying amounts. Bearcat

3.

Introduce a new block plan option for first-year students in non-traditional housing.

4.

Innovation through the addition of the Home Chef referral program, *create-your-own*, and subscription plans.

Sample from FY23 Review

## Consumer Insights



On a national level, students with all access meal plans have a higher level of overall satisfaction than those without all access meal plans; 45% rated an 8 or higher out of 10.

At University of Cincinnati, 47% rated overall satisfaction in the top two box scores.

(Source: DiningStylesSurvey)



# Proposed 2023-2024 Meal Plans



Meal Plan	Meals Per Week	Flex Dollars	Student Price	Price Per Meal	Demographic
<b>Mandatory First-year Plans</b>					
<b>NEW</b> Open Campus VIP	Unlimited	\$300	\$2,325	\$6.10	First-year upgrade option
Open Campus	Unlimited	\$100	\$2,150	\$6.02	First-year in non-traditional housing minimum buy-in
<b>NEW</b> Campus Connector 160	10/week	\$350	\$1,800	\$9.06	First-year in non-traditional housing minimum buy-in
<b>Voluntary Campus Pass Create Your Own</b>					
Choice of 50, 75 or 100 meals Choice of \$50, \$100 or \$150 BCC			\$555 – \$1,155	\$10.05 – 10.10	Upperclassmen (in addition to above plans)

Sample from FY23 Review

- Open Campus VIP has \$200 more BCC for only \$175 more (recommended default if no plan is chosen)
- Open Campus VIP and Open Campus allow for 14 meal exchanges per week (Mon-Sun)
- Campus Connector 160 averages 10 meals per week and all meals available for exchange (same policy for current dining pass plans)
- Campus Pass CYO allows all meals to be exchanged (no change in policy)

# Current Meal Plans



Meal Plan	Meals Per week	BCC	Student Price	Price Per Meal	Mandatory	Voluntary	Total
All Access	Unlimited	\$150	\$2,605	\$7.31*	5,212	517	5,729
Dining Pass 100	6	\$100	\$1,103	\$10.03	-		635
Dining Pass 65	4.1	\$150	\$818	\$10.28		726	726
Dining Pass 48	3.0	\$75	\$442	\$10.25	-	347	347
Dining Pass 36	2	\$45		\$11.03		385	385
<b>Grand Total</b>			-	-	<b>5,212</b>	<b>2,610</b>	<b>7,822</b>

Sample from FY23 Review

\* Price minus DB/21 meals a week X 16 weeks in the semester

- All first-year residents required to purchase the all-access plan regardless of housing style; includes unlimited access to meal exchange with 15-minute swipe delay
- Of the first-year on the all-access plan, 2,078 live in non-traditional housing (839 of those are location off campus)
- Upperclassmen choice of meals go from 6 per week to unlimited
- Two dining pass plans with similar price points and volume on plans, but one has a better price per meal



# Catering Opportunities



Catering at The University of Cincinnati helps increase engagement with on-trend menu items.

We are constantly innovating our menus and feature at least five LTOs each year.



Revitalizing & Refreshing Restart					
\$xx.xx per person   Available for 12 More Guests					
Create your own salad and soup event: Select (2) Two Bases, Two (2) Proteins, Three (3) Toppings, on (1) Fruit, One (1) Cheese, Two (2) Garnishes, Two (2) Dressings, One (1) Dessert, and One (1) Beverage.					
Includes Iced Water (0 Cal/serving) and Rolls (160 Cal Each).					
<b>BASES</b> SELECT TWO (2) Kale Romaine Mix   V, VG, PF Red Quinoa   WG, V, VG, PF Baby Spinach   V, VG Romaine Arugula Mix   V, VG, PF			Red quinoa is rich in protein, fiber, vitamins and antioxidants.		
<b>PROTEINS</b> SELECT TWO (2) Fresh Flaked Salmon Chick'n Tenderloins   V, VG, PF Lemon Garlic Chicken Hard-Cooked Egg   V Baharat Shrimp			Salmon is high in Omega-3s.		
<b>DRESSINGS</b> SELECT TWO (2) Balsamic Vinaigrette   V, VG Lemon Vinaigrette   V, VG Ginger Turmeric Vinaigrette   V Greek Yogurt Ranch Dressing   V Tahini Tatziki Dressing   V			Turmeric is considered one of the most nutritious spices in the world.		
<b>GARNISHES</b> SELECT TWO (2) Flax Seed Crunch   V Dried Cranberries   V, VG Sliced Almonds   V, VG Brown Butter Pumpkin Seeds   V Pickled Red Onion   V, VG			Flax seed provides a good amount of protein, fiber, and omega-3s.		
<b>DESSERT</b> SELECT ONE (1) Craveworthy® Cookie Platter   V Chocolate Almond Chia Parfait   EW			Chia is an excellent source of vitamins.		
			<b>CHEESE</b> SELECT ONE (1) Shredded Smoked Gouda   EW, V Shaved Parmesan   EW, V Crumbled Goat Cheese   V Feta Cheese Crumbles   EW, V Shredded Vegan Cheddar Cheese   V, VG		
			This cheese is an excellent source of calcium and protein.		
			<b>FRUIT</b> SELECT ONE (1) Orange Segments   V, VG Diced Apples   EW, VG Blueberries   EW, V, VG Pomegranate Seeds   V, VG		
			Apples are a good source of fiber.		
			<b>BEVERAGES</b> SELECT TWO (2) Golden Glow Tonic Revitalizing blend of lemon, honey, ginger, turmeric, cider vinegar and water. Cranberry Citrus Crush Invigorating blend of cranberry and orange juice with lemon and honey.		
			Ginger provides vitamin C, magnesium and potassium.		
			<b>SOUP</b> SELECT ONE (1) Cuban Chicken Noodle Soup   EW Cuban chicken noodle soup made with butternut squash, potatoes, herbs & seasonings. Red Curry Coconut Vegetable Soup   V, VG, PF Delicious blend of potatoes, mushrooms, zucchini, peppers simmered in a red curry coconut milk broth. Carrot Ginger Soup   V Velvety smooth soup of carrot, onion, fresh ginger and cream.		
			Carrots are loaded with vitamin A and beta-carotene.		

# Nutrition Programming



**Samantha Krutka is the Registered Dietitian for Aramark and joined our team in Summer 2022**

## 32 nutrition consultations were completed that included:

- General healthy eating
- Weight management
- Food allergies
- Disordered eating

## Initiatives

- Became a Certified Food Service Manager
- Created Food Service Department Policy

## Menu Development

- Student involvement to gather data on our demographic's preferences

## "Dash of Sam"

- Weekly nutrition education posts on the Instagram page
- Posts include information on added sugars, healthy sources of fat, vitamin D, and mindful eating tips.



# What our Students are Saying

## FOOD FEEDBACK

Several students have voiced that they would like to have more vegetarian and vegan options at the dining halls. Preferably, they want more protein options.

Aramark partnered with PAOW, a plant-based protein company, for a special event in CenterCourt to provide a wider variety for our Vegetarian/Vegan patrons.

## VOC

"Love the food here! Ramen bar was cool!" - CenterCourt

"The deli and salad bar are great!" - CenterCourt

"Maggie's desserts are amazing every day they have different and great." -

Sample from FY23 Review

We have gathered excellent feedback from our students and continue to do so. We have the highest VOC score in our region.



Metric	FY22 Results	FY 22 Goals
OSAT	70%	75%
QUALITY	68%	70%
Cleanliness	68%	95%
Service	72%	78%