

*USI*  
*Dining*

*USI*  
*Catering*

**Your Campus Partner for  
Creating Exceptional Experiences**

Board of Trustees

January 17, 2023

# Leadership Team

**Steve Bridges**

Vice President for Finance and Administration

**Rebecca Diamond**

Director of Dining Services

**Chef Gregory Dillard**

Campus Executive Chef

**Chef Michael Natoli**

Executive Chef

# **Leadership Team** (Continued)

**Sara Samford and Ann Fisher**

Catering Managers

**Heather Doughman, Sara Goebel, Karen Johnson,  
and Shirley Tolbert**

Retail Managers

**Christopher Tate**

Eagle Access Card Office Manager

# The Business Structure

- Partnership
- Latest contract term
- Key elements with contract structure
- Sales
- Rent

# USI at a Glance

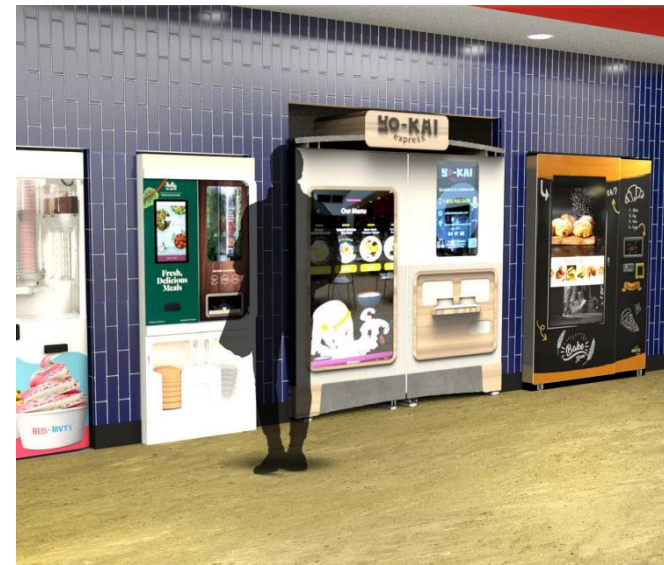
- Over 3,000 transactions daily
- Over 650 Grubhub transactions daily averaging \$5,000 in sales
- 63 full-time employees, 34 part-time employees and 68 students
- 10 Managers, 23 Supervisors, 4 Student Supervisors

# USI at a Glance

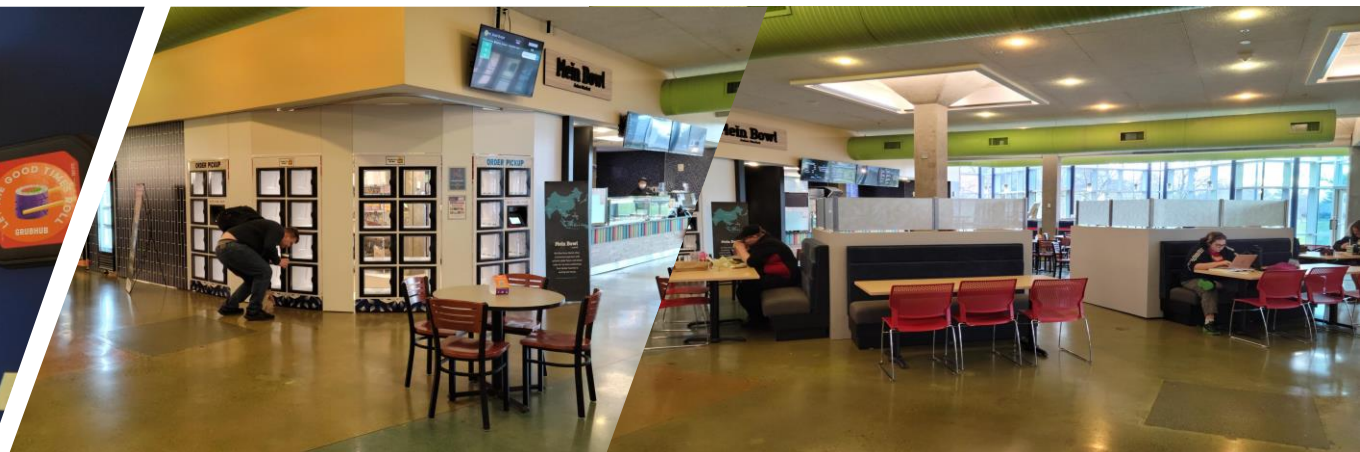
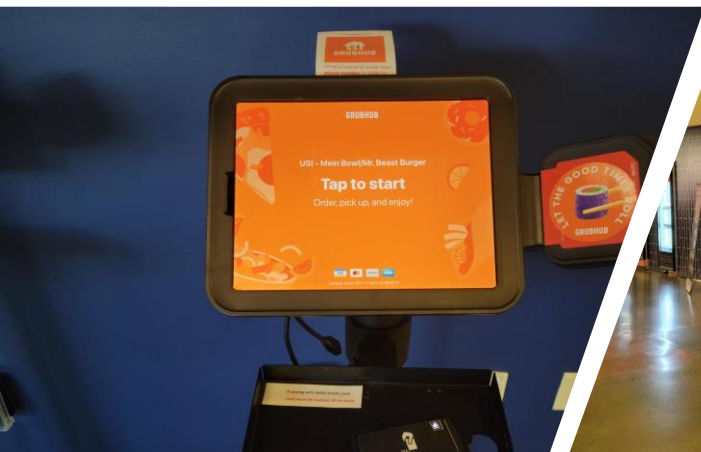
- Utilizing temp agencies in a Temp-to-Hire program managed by Temp Finder
- USI Dining manages operations and inventory
- Marketing utilizes corporate program support and in-house programming with a full-time Field Marketing Coordinator and the support of a Student Board of Directors along with a Student Customer Service Specialist



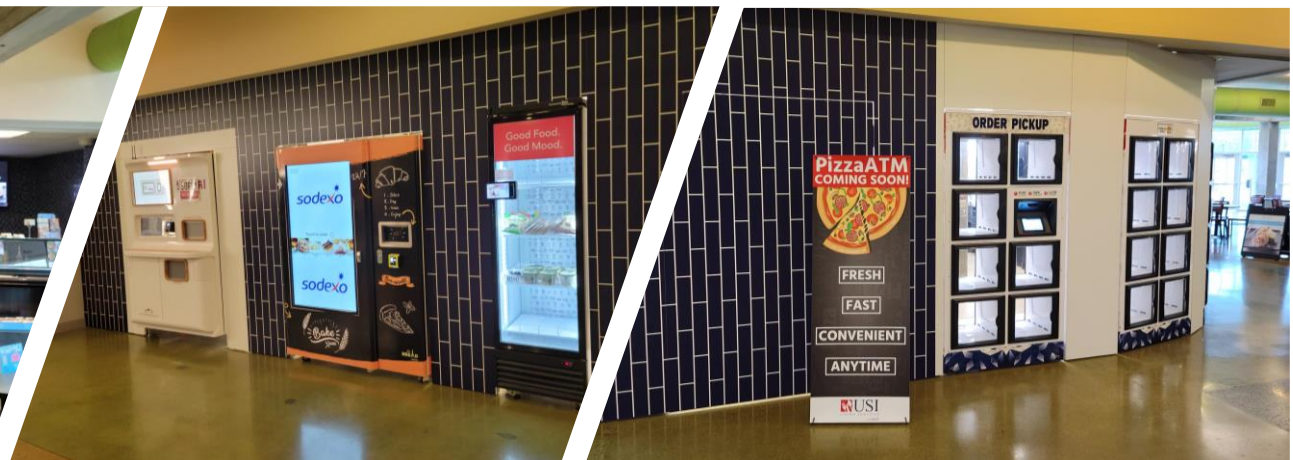
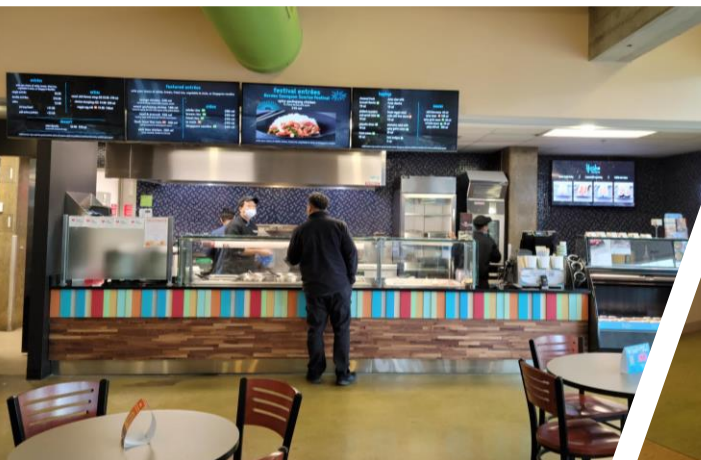
## What Was Proposed...







## What Was Delivered...

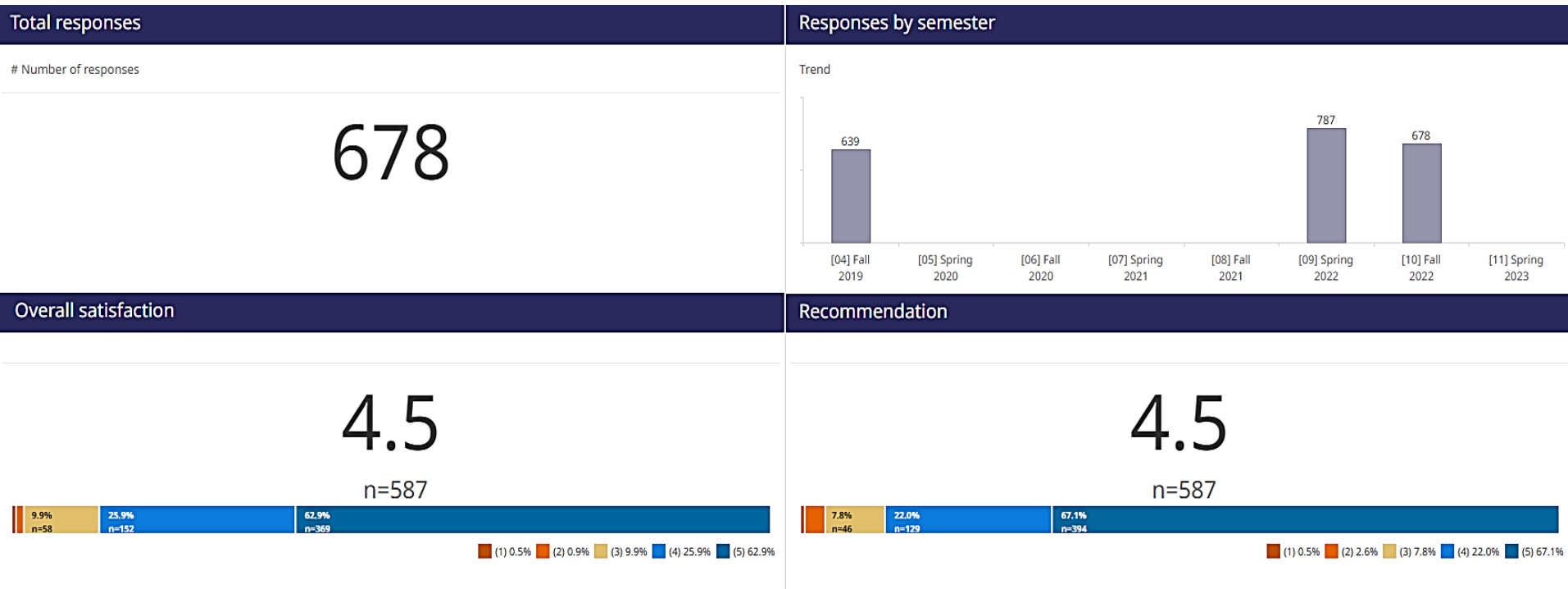




# What's on the Horizon...



# Guests Satisfaction Survey Results



Exceeding the NORAM Universities Expectation of 3.8



# Guest Satisfaction Strengths

- Our People
- Taste of Food

#ITsFreakyFriday #Sodexo



# Guest Satisfaction Strengths (Continued)

## **462 Positive comments:**

Always satisfied and every worker is nice.

Always good food and service from smiling people.

The workers are always smiling, lovely people and the food is immaculate.

## **66 Opportunistic comments:**

Really good but the options are getting limited and boring.

Options are lacking.

Not always fresh.

Sometimes it takes too long.

## **Action Plan:**

Retraining for efficiency.

Empowering team to decide when an item is beyond its life i.e., if you wouldn't eat it, don't serve it.

Review menu for new items.

Planning more events to keep engagement fresh.



# Engagement



WE'RE FEATURED IN FOOD  
MANAGEMENT MAGAZINE!

## GIVEAWAY WINNERS

KONNOR C.      MARIE C.

Congratulations on winning this giveaway!  
Enjoy your prize!

GRUBHUB USI  
Dining

A festive graphic with a dark blue background and white snowflakes. At the top, the text 'GIVEAWAY WINNERS' is written in a large, white, sans-serif font. Below this are two polaroid-style photographs of the winners. The first photo shows a young man in a white hoodie holding a card, with the name 'KONNOR C.' printed below it. The second photo shows a woman in a dark sweater holding a card, with the name 'MARIE C.' printed below it. Below the photos, the text 'Congratulations on winning this giveaway! Enjoy your prize!' is written in a smaller white font. At the bottom, the GrubHub logo (a house icon with three upward arrows) and the USI Dining logo (the letters 'USI' with 'Dining' underneath) are displayed.

## SURVEY WINNERS

ASHELEY H.  
LILLIAN A.

A graphic with a dark blue background and glowing purple and pink neon lines. In the center, the words 'SURVEY WINNERS' are written in a bold, white, sans-serif font, enclosed within a purple rectangular box with a glowing neon border. Below this, the names 'ASHELEY H.' and 'LILLIAN A.' are listed in a white, sans-serif font.

## NEW AT THE LOFT

OVERNIGHT OATS

A clear plastic cup filled with overnight oats, topped with fresh strawberries and blueberries. The cup is sitting on a white paper napkin. The background is dark, making the food stand out.



# Engagement

(Continued)

“10/10 Do it again!”

“This was the best Loft meal ever!!!

Thank you all!!!”



“I never knew I could enjoy plant-based foods”



“First time ever decorating a cookie”  
Brody Broshears  
University Division



# Community Involvement

- Archie's Closet is our biggest recipient for our Stop Hunger Campaigns and Sodexo Servathon.
- We have donated thousands of dollars to the campus need from collections at the cash registers and our employees donating to wear jeans on Fridays, most recently, \$460.
- Archie's Closet was also the recipient of a Sodexo Foundation donation of \$1,000, especially selected.



# Community Involvement (Continued)

- We also partner with Sycamore Services to assist those with special needs in finding gainful employment.
- Evansville Rescue Mission is a recipient of food excess.
- Co-Sponsor with APB/SHA Late Night Breakfast plus finals week snacks and beverages



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# Questions?