

**IUPUI Customer Forum  
FACULTY & STAFF  
Tuesday September 16, 2008**

**Facilitators: Stacey Blanton, Stacey Shaw**

The purpose of this group was to introduce the group to one another, introduce the concept of meeting once per month to discuss both general and specific topics related to foodservice at IUPUI, and hold a broad discussion on retail and catering services.

We did not respond directly to any questions asked by participants. The participants indicated they understood we might not be in a position to do so. We will follow-up with questions that were asked and indicated that we would try to address these at the next meeting (October).

Campus Departments and Office represented:

- Office of International Affairs (2)
- Law School
- Radiological Sciences
- Liberal Arts – Technical Services
- IT
- Communications and Marketing
- Taylor Hall (formerly UC)
- Union Bldg
- Cavanaugh
- Campus Center
- Dental School
- IT Building
- Taylor Hall

*Stacy Blanton: Is this timeframe okay for everyone? Consensus this is fine. 9:30 Tuesdays. Maybe Wednesday or Mondays would be better. Mornings are best for everyone.*

**Stacey Shaw: We are going to try to keep the time to one hour. Because of that, we will split the discussion into Retail and Catering. Show of hands who has experience with us as a retail customer.** Everyone raised his/her hand. **Show of hands who has experience with us as a catering customer?** Everyone raised his/her hand. Most people eat in the Campus Center an average of twice per week.

**Stacey Shaw: If you're not eating with us in the Campus Center or one of our satellite locations, where do you eat?**

Most people bring their own food for snacks and/or lunch regularly. Nearly every participant indicated he/she does this.

A majority also eat at the hospitals (especially Riley) regularly but it appears to be a 1-2 per week event. 10<sup>th</sup> Street is a third popular option with this group.

One gentleman said – “I eat at the Faculty Club – FLIK, or hospital.”

Most people eat at Wild Greens, Mondo Subs, or Caribou Coffee®.

## **Retail Comments:**

FOOD QUALITY (most comments with Food Quality are linked to Price/Value comments)

Mondo's food quality has changed too – chicken too salty.

More sugar free choices in Outtakes. I have a low carb diet. All I have to choose from is peanuts . . . lots of candy but no sugar free choices if I want something sweet.

In regards to quality, I don't mean ingredients per se but nutritional quality . . . want to see signs posted so people will know what a good choice is. You do things like that at UNC-Charlotte . . . nutrition posters. Make as a default all sauces made with olive oil. Have whole wheat and breads available.

Don't put mayo on sandwiches unless people ask for it.

Mexican concept is better but one student wanted rice and beans in her burrito the other day and they didn't do that for her.

## **HOURS OF SERVICE**

Hours – 3:00 is too soon to close on a Friday. Students live here. I know a student who went all weekend without food. And the prices -- \$6 for three tacos. She can go to 10<sup>th</sup> street [and get a much better deal].

This is a campus center, not just a student center. We came in the Spring because we got a coupon. I came during finals week and it was closed. Regardless of the coupon to get you over here, there are people who work during Spring Breaks – staff – who need food.

During Spring Break, the hours were posted online that it would be open but then everything was closed. During the week, places closed too early.

Students in Ball have no access to food.

Sometimes someone might come over when [the food court] is supposed to be open but close to closing and they're already shutting things down early so there's nothing left.

Who makes decisions about hours? Supply names of people that make hours decisions – I don't think they're looking at students.

Get people out of the hotel and over here to eat. You can't do that if restaurants are closing at 3PM.

## **PRICE/VALUE**

10<sup>th</sup> street is more economical but an inconvenience to lose your parking place but that's why I go – it costs less.

Qdoba is cheaper than Chartwells as far as the Mexican concept we have downstairs – and better quality.

Students want name brand foods. They like CFA, subs, and salads but don't like burger place (I surveyed my students). They will walk a mile or two to Taco Bell or someone will make a food run there. That's what they eat.

Riley's McDonald's is very handy and it's a full McDonald's so you can even get a Happy Meal there with the prize.

This CFA has a limited menu.

Also at Riley, for very reasonable price you can get a full, hot healthy lunch for \$4.95 without a drink. There are lots of times I can't eat the whole thing. I like knowing I can leave full and have eaten healthy.

Same thing with their [Riley's] deli – you can pick your bread or wrap. It's good quality. Very nice sandwich and they'll heat or toast it for you. Generally the sandwich is under \$4 bucks. High quality.

That's why I sometimes choose the hospitals because I want a hot meal similar to what I can get at home.

We feel the response from Chartwells with regarding to us questioning pricing is – yes we charge more but for it you get . . . what? What do we get more?

FT staff have a hard time paying for lunch. Outrageous.

Goes back to the quality. Why pay money here when I can go to 10<sup>th</sup> Street when I know the prices and quality are better?

Wild Greens is a pretty good deal. I can get something healthy. They have spring mix, romaine, spinach – healthier choices than iceberg and happy to pay the price but I don't like the chicken.

My fear is that Chartwells will skyrocket the price [of Wild Greens] because it's so popular. With the mentality that everyone's there . . . that seems to be the nature of things.

Pricing – Why do staff and faculty pay more than students? I've been told it was a state law.

## HIRING STUDENT WORKERS / SERVICE

What candidate pool does Chartwells hire from?

Mondo Subs was advertised at swimming event this summer . . . we received very slow service. You had two people [working] in there and they were very unprofessional. My family from Chicago got a bad impression of IUPUI because of how they were treated.

They've opened it for breakfast and Derek wears gloves. How can he go from food to register and back? What about food sanitation?

Poor Liza's there by herself at Caribou in the morning and there's a line of 15 people and she's doing everything herself. She's awesome but when you're on a limited time schedule, it's hard for her and hard for us to wait.

I thought you hired students but maybe that was my misimpression.

You should hire students.

I noticed workers rotating through different establishments at the beginning of the semester. My sense is that this has stopped now. I feel the quality has gone up at Caribou because the consistency is there as a result of having the same people all the time. I imagine that trickles down to the other brands as well.

Why was everyone moving around?

My interactions with the cashiers have been good.

I'd encourage Chartwells to hire more students. Allow them to eat at half price. Not sure what your benefit plan is for employees but that would be an awesome benefit. I have a list of students who are looking for jobs that I can't fill. We have students who really need jobs and they're not getting the jobs.

## MISCELLANEOUS

The IT Building is an awful location for reaching food. One of the best options is the Law School Café but when that closes, it's closed for an extended period of time. There are 500 full time staff in those two building [including IT] and with minimal investment, people could be drawn into [the Law School Café] because they aren't aware it exists. You can capture those people during breaks. We feel abandoned when we get a notice that the one eating place within walking distance will be closed. We feel no allegiance towards Chartwells.

That's how we feel in Taylor. We can't even get coffee. You moved out.

Why are the [Campus Center] staff getting meals at half price? ***Stacy Blanton indicated she would follow-up with this and determine where this is coming from.***

It was a major disservice to students removing the hot food (cafeteria in the Union Building) – it was close to Ball and apartments.

Have you thought about doing food carts in buildings that don't have food? Quality and price has to improve in order for it to be well received, though. The convenience of not having to leave my building on a snowy day means more to me than price in that case, however.

I go to Chancellors because the food quality has improved. (another participant responded -- I've heard the opposite. I'd rather pay \$10 there than \$7 here (Campus Center).

No cups out at Mondo when we were there and wanted to split some drinks. For little kids in particular.

Pizza – I tried to order pizza for the office and he made me go through this catering crap. Some young guy comes out and writes up the order and I pay 3x as much. I'll have it delivered now because I won't go through that. I bought pizza all the time at UC because it was reasonable.

Some student complaints with CFA because it's owned by Pat Robertson and rumors of discriminatory hiring practices. Whether it's true or not.

Could other national brands be brought in? Arby's or Taco Bell . . . that's what students are eating unfortunately. Good prices. They're going to 10<sup>th</sup> Street and hitting Qdoba and TB and Chinese place. They're going for fast food.

I used to love the ½ size wrap at University College . . . chicken Caesar salad pre-made. Just enough at \$2.50, fresh, I love to see that come back to Outtakes.

## Catering Comments:

As part of the exclusivity documents available online for Chartwells, there seems to be a defense that Chartwells has spent over \$4 million in foodservice infrastructure on campus [to justify the 10-year contract extension]. How much would have been better spent if Cavanaugh was simply gutted and Union and Taylor and those built exclusively for Chartwells? How much did [this] cost Chartwells? When you moved, [you] moved very little. Did Chartwells spent money on Taylor Hall?

That \$4 million was of July 2002. That's six years ago but that's not much at all over 6 years.

Chartwells did these wonderful buildings [UC, Cavanaugh, Union] then vacated them when the Campus Center was built with no thought to revenue generation . . . The UC was a happening place and so was Cavanaugh. There's money here.

It blows me away to think there's no food over there. The "across the street" thing . . . I was excited when they opened this building but to a student with 30 minutes, they have to cross street and stand in line. Also, the design of building -- there's no door that faces the medical center and that doesn't make you feel welcome.

This building has all the warmth of an airport terminal without the bar.

Staff Council not happy about not having input into contract extension to 2017.

I always get a feedback survey when I use them for an event and if good I check positive comments. Twice I had a very bad experience and I didn't receive a comment sheet coincidentally after those events.

For me to pay \$22 for punch and cookies is insane.

\$2.50 for a bottle of water is insane. One of our student groups got a 1/2 sheet cake that came with a Marsh receipt. And [the group] had paid \$66 for it [when the Marsh cost was half that amount]. This just raises the question, where does Chartwells get all its baked goods???

We're told to take all catering comments to Maggie Miller. Hasn't been a good experience.

Exclusivity, price, quality, and service are all unacceptable.

To be fair, the prices are comparable to hotel prices but the idea of having it here and the convenience and it seems they'd make it reasonable price-wise and service-wise.

Our students are also included in the exclusivity and they can't afford it. They can get 3 pizzas from Denatos than here.

(From International Affairs): We have the Culture Hours on Friday afternoon (students present about their home country). Our choices from Chartwells are chicken strips, pizza, etc. We have a budget of \$250. We were denied our funding this year because we didn't have proof of exclusivity of Chartwells. I contacted Deanna and after several emails and the runaround she said she didn't understand how this works.

Pricing and exclusivity gives the impression that the University is more concerned with the success of Chartwells than the students or staff.

My husband works on campus and was advising a student and she remarked that [her group] can't do a part of their program because Chartwells has raised the prices so much. Programming has decreased the quality of student programming because Chartwells has increased prices so much. This is a big problem [when it's affecting the quality of student programming].

Portions. We have to order for 75-100 for an event for 50 people to make sure they have enough to eat.

I was told there are people who bring food into campus but that they have to produce a Board of Health Certificate to do this and yet I've never seen Chartwells show their BOH certificate to us.

I had an event where I ran out of iced tea and Chartwells decided to provide me with lemonade rather than consult with me. When having extras, although we pay for 50, they decide to take the remainder away.

We've had that experience too. If we've paid for it, we should be able to take it.

Why are some places allowed to use outside catering? Medical School. It's as if the message is 'we are the doctors and we bring in the \$\$\$ and we can do what we want.'

Exclusivity has not been enforced outside of this building with the exceptions of student groups.

Isn't there a \$300 penalty if they get caught? That's what we were told.

Chartwells is charging us all this stuff and yet we can't afford it so we're not bringing students to our events.

Chartwells is doing a disservice to the students. This is bothersome to me. Students are the ones suffering. There is not one person on this campus who can deny that.

Chartwells is undependable. They don't show up on time. Ran out of Danish. Got croissants that were half frozen. This person described it as a total nightmare.

Most people describe it that way [as a total nightmare].

Once we had food delivered to the wrong room and the attendant was not pleasant about moving it. We asked for serving ware and got disposable instead.

Employee orientation – this is important for you and your reputation – we're getting frozen pastries, tasteless food, roast beef so raw it's dripping blood. To get a credit it took four emails and over a month to get it settled. There's a perception that no one cares. You don't treat people nice – you deliver to the wrong room.

We used to have smaller portion options but now since that "four plans" was introduced, this isn't available. No drop-off stuff? Leaves a perception that Chartwells doesn't care.

We ordered veggie and meat lasagna and got two meat lasagnas. For ethnic and religious beliefs that's a bad thing and it wasn't labeled so some people were eating meat without realizing it.

Tourism and Restaurant Management – you need a relationship with them. Work with them!!! Give students hand-on experience.

Is there one place where we can find Four Course catering policies. On IUPUI's website (search for it). Where is this for us?

Would like to discuss more about exclusivity and the accounting. My bosses say we have an event that's too important, we can't trust Chartwells but then I'm in the middle because I'll get blamed if I use someone else. I think some people use money out of the Foundation.

Would be nice to say to people, Chartwells is great. Use them.

I was told the Chef at the hotel is Simons (sp?) personal chef and they didn't use Chartwells.

**VENDING-SPECIFIC COMMENTS:**

I've heard a lot of complaints about the vending machines being empty in our building (Dental). Machines out and empty. That's all we have.

We also have a lot of complaints about vending. People eat out of vending when they can't make it to the Campus Center. Ours has 92 slots and the most slots every filled was 46. Not very nutritious choices. Popcorn. Union building.

IT vending machines are also consistent. Machines are rarely well-stocked.

Vending problem – patients don't know the procedures for getting their money back. Faculty and staff know. Also a complaint at Union Bldg. Also reports of sandwiches moldy from machine. Not nutritious choices. Sometimes no sandwich at all.

**IUPUI Customer Forum  
FACULTY & STAFF  
October 27, 2008**

**Facilitators:** Stacey Shaw, Stacy Blanton, Tom Cappucci, Lisa Howe

The purpose of this group was to go over changes that have occurred in Campus Dining since our last Focus Group and to discuss some of the issues brought up at last month's meeting.

Questions were not asked this time around – it was mainly responding to the changes that have been made (particularly in Catering).

Campus Departments and Offices represented:

- Office of International Affairs
- Law School
- Radiological Sciences
- Liberal Arts – Technical Services
- Taylor Hall (formerly UC)
- Cavanaugh
- Campus Center
- Dental School
- IT Building
- Taylor Hall

**Stacy Blanton:** *Welcome and thank you for attending the second Faculty/Staff Focus Group for Fall 2008. To start out the meeting, I would like to introduce the new faces at the table. (Introduces Lisa Howe and Tom Cappucci).*

**Tom Cappucci**

- Explains his role and the One Compass idea
- The “Keep Talking, We’re Listening” Catering changes (i.e. )
- An updated Exclusivity Agreement will be released this semester
- Announced Vegetarian/Vegan Initiative (retail and catering)
- Allowed for questions/comments

Most commented in a thankful way to Chartwells listening to concerns through the Focus Group and reacting with changes

One man noted that he has noticed a difference in the quality of food and service since our last meeting.

Increase hours of operation at the Law School during holiday breaks. Just because students aren't in the building, doesn't mean that business will be null – there are plenty of staff. This gentleman said he would put the word out at Faculty/Staff Council listserv if for Law School hours to notify the people on that side of campus.

**Stacy Blanton:** *For the last 15 minutes, let's talk about Customer Service. This is not just limited to retail, include any interaction you've had with FourCourse Catering as well.*

Customer Service has drastically improved this semester with the cashiers.

Really enjoy Wild Greens.

Very upset to say that I have had experiences with a FourCourse Catering Staff member that is not pleasant. Either in person/at an event or through emails, I feel very defensive interacting with this person.



**IUPUI Customer Forum**  
**STUDENT**  
**October 28, 2008**

**Facilitators:** Stacey Shaw, Stacy Blanton, Tom Cappucci

The purpose of this group was to introduce the group to one another and introduce the concept of meeting once per month to discuss both general specific topics related to foodservice at IUPUI.

Students represented:

- (1) Undergrad
- (2) Graduate Students

**Stacy Blanton:** *Welcome and thank you for attending the first Student Focus Group for Fall 2008. Unfortunately, this time frame did not work for several of the people that signed up. It may be difficult to get us all together at one time. But we will continue to meet and hope that everyone will try to make these meetings. To start out the meeting, I would like to introduce Tom Cappucci the General Manager of University Place Hotel and how our partnership works at IUPUI.*

**Tom Cappucci**

- Explains his role and the One Compass idea
- The “Keep Talking, We’re Listening” Catering changes (i.e. )
- An updated Exclusivity Agreement will be released this semester
- Announced Vegetarian/Vegan Initiative (retail and catering)
- Allowed for questions/comments

We have heard many great things about you, Tom. The people at University Place say great things about you.

We need healthy options.

Lower prices, I bring my lunch most of the time.

I have seen an improvement since Don (Godleski) has been out of the picture. After working with him during the construction build-out, I can see why Chartwells made the decision to go a different direction.

**IUPUI Customer Forum  
FACULTY & STAFF  
November 19, 2008**

**Facilitators:** Tom Cappucci, Lisa Howe, Stacy Blanton, Josh Berger

The purpose of this group was to go over changes that have occurred in Campus Dining since our last Focus Group and to discuss Chartwells Brands at IUPUI.

Campus Departments and Offices represented:

Office of Academic and Career Development  
Human Resources  
Radiologic Sciences/Radiology  
Office of International Affairs

**Stacy Blanton:** *Welcome and thank you for attending the third Faculty/Staff Focus Group for Fall 2008. To start out the meeting, I am going to pass out the hours of operation that we will be working from for Thanksgiving Break. (a calendar was passed out). I would also like to introduce Josh Berger. Josh is the new Sr. Director of Dining Services at IUPUI and began working with us last Monday. I will let Josh give you all some information on himself. (Josh explains his background and his excitement to work at IUPUI – Tom Caapucci discusses how his role is affected by Josh joining the team). Next Tom Cappucci will discuss our Keep Talking, We're Listening Campaign for this month and the changes being done through FourCourse Catering.*

**Tom Cappucci**

- Explains the new delivery charges/fees taken into effect November 10
- An updated Exclusivity Agreement is still under review
- Allowed for questions/comments

**GENERAL COMMENTS**

Why don't you hire students to do deliveries on campus on a part-time basis. You could have them clean the tables.

We should talk to building services to have wipes available so you could wipe down your own table before you sit down since turn around time on the tables are so fast.

Do you allow for pick-up for catering events? What kind of incentive for people to pick up their orders?

You should hire International Students to work on campus for two hours per day.

Do you post job openings on JagJobs? (**Tom:** Yes, for UP & CE)

**CHARTWELLS BRAND DISCUSSION**

My favorite is Wild Greens or Chick-fil-A

I purchased a salad and soup and my lunch was \$9. That was too expensive. You should serve Campbells soup so that it's cheaper for the customers.

We had delivery of Mamma Leone's pizza and it was very spicy and not cooked thoroughly.

(Tom spoke about the Master Plan and the Baker Group – what should food look like on our campus?)

I love the Thanksgiving Limited Time Offer's

You should have a second microwave in Outtakes (this will be resolved when Ray's moves back to UP and the microwaves will be put back on the TL)

We love the vegetarian brochures and our staff continuously looks at them and think they are very helpful

I think the Campus Center has a good variety. If you can't find something to eat here!.....

**Josh:** If you had to add something to our dining program, what would it be?  
ASIAN!!

Change Rio to "International House" and have a different type of food available every week.

Have a diet meal in January after break: lower fat, lower price

Wild Greens is a great addition, it's nice to get whatever you want at a nice price

You should have booster seats and high chairs

The trays are always wet (Josh suggested to Tom that we get a blower to put on the dish machine to blow them dry)

I have a question about the Student Org Discount. Tried to get the discount and had a hard time. How could they not give me the discount? **Tom:** The discount is for REGISTER STUDENT ORGANIZATIONS ONLY. Not simply if a student wants to order something they get a discount.

Improve nutrition with a whole wheat default option at every station.

**IUPUI Customer Forum  
STUDENT  
November 19, 2008**

**Facilitators:** Stacy Blanton, Tom Cappucci, Josh Berger

The purpose of this group was to discuss Chartwells Brands and answer questions regarding foodservice at IUPUI.

Students represented:

Undergrad Student Government

**Stacy Blanton:** *Welcome and thank you for attending the third Faculty/Staff Focus Group for Fall 2008. To start out the meeting, I am going to pass out the hours of operation that we will be working from for Thanksgiving Break. (a calendar was passed out). I would also like to introduce Josh Berger. Josh is the new Sr. Director of Dining Services at IUPUI and began working with us last Monday. I will let Josh give you all some information on himself. (Josh explains his background and his excitement to work at IUPUI – Tom Caapucci discusses how his role is affected by Josh joining the team). Next Tom Cappucci will discuss our Keep Talking, We're Listening Campaign for this month and the changes being done through FourCourse Catering.*

**Tom Cappucci**

- Explains the new delivery charges/fees taken into effect November 10
- An updated Exclusivity Agreement is still under review
- Allowed for questions/comments

**GENERAL COMMENTS**

USG appreciates that Chartwells people are coming to discuss what's going on with food and explaining the business side of the decisions.

I like Chick-fil-A and Rio Frontera – much better than Bamboo Asian

I come here for convenience. I really don't eat out anywhere else – I will cook at home.

I like the different options – something for everybody at the Campus Center

Staff is friendly and the cashiers are great

To reach students most effectively, use email and posters (The Spot, The Voice)

Lines are slow in between classes

When I'm here on the weekends, I'm looking for a quiet place to study

**Stacy:** Have you visited our kiosk locations? No – I've seen them, but never visited them

**IUPUI Customer Forum  
FACULTY & STAFF  
January 30, 2009**

**Facilitators:** Tom Cappucci, Stacy Blanton, Josh Berger

The purpose of this group was to go over changes that have occurred in Campus Dining since our last Focus Group

Campus Departments and Offices represented:

7 people responded that they would attend and only one person attended.  
Faculty/Staff Council – Lee Stone

**Stacy Blanton**

- Welcome and Introductions
- Full Management Staff announcement with contact information (Josh Berger, Gary Warshauer, Jeff Sroufe, Tim Cline)
- Spatz Grille – menu phases

**Tom Cappucci**

- Explain why Coyote Jack's changed
- Explains the Baker Group

**Josh Berger**

- Fountain Beverage Update
- Outtakes New Menu: rotation, 47 rotated varieties, considering install in the Food Court.

**Stacy Blanton**

- New Hours of Operation for Spring Semester
- Ethnic Stations to begin this semester. 1 – 2 per month (Jan: Chinese New Year / Feb: Mardi Gras)

**GENERAL COMMENTS**

Faculty/Staff Council notices the changes and I am getting fewer complaints about service in Retail. We are excited about changes and recognize improvements. Most of our concern is with Catering. I can send you a photo of a recent event. We don't feel that the price matches the value in both quality and quantity.

The Staff feels left out because everything is focused on the students and they don't get any discounts. (Tom explains staff alignment on campus and the reasons behind student discounts)

We feel that communication is key, but we don't know who to go to. (Josh, Tom and myself provided all of our contact information)

The new Exclusivity Agreement was very helpful, we understand now (Josh: we would rather win your business than you HAVE to use us.)

**Stacy Blanton**

- Adding Lee to distribution list for Faculty/Staff Council list serv

**IUPUI Customer Forum  
RESIDENT STUDENTS  
March 5, 2009 (6:06p – 7:09p)**

**Facilitators:** Stacy Blanton, Josh Berger, Deana Mitchell

**Participants:** 17 students RSVP'd to attend the event. In the end the following were present:

Alexander Dykes  
Mitchell Mosbey  
Danielle Neveles  
Olutope Omosogbon  
Zachary Ringler  
Salvatore Spina

The purpose of this group was to discuss campus dining with students that live on campus.

**Stacy Blanton**

- Welcome and Introductions
- What is a Focus Group?
- Confidential, no mikes/tapes being used

**I. Data Collection**

- a. Attitudes associated with campus dining in general**
- b. Characteristics that would create the optimal campus dining experience**

I think it should be more accessible, at the Campus Center; they close at 2p-3p on Friday and 6p during the week. Say you live at Ball or the apartments and you don't have a car and go there to eat. It's not very accessible to you because people have late classes, get hungry get out of class. I cook a lot but I don't have a car, I'm very limited and if I do plan on eating I have to get there at 6p.

There should be something on the weekends. In Evansville, we had a weekend buffet because since living here, it's up to you to get your food.

I eat lunches on campus or lunch breaks but I ended up with three options. Riley café-which has a healthy heart meal and is the best option because one can have lunch \$4, then get a free lunch, so I free after 5... so there's a rewarding system. The food is good and the result of losing weight works very well. There are the other two options but one cannot have wraps everyday...and the other option is the Den at the hotel with the bar, and Chancellors but it's extremely expensive but healthy. The patio serves sandwiches, wraps, and has a system of specials every day because the menu is day related.

I think for me, the effort for Chartwells, which I've been here since Fall 2005, I personally like the presentation and the access of the staff, at times I've been heavily affiliated with the staff, I've had the directors cell phone number, received emails quickly, the staff is nice to me and a smile means something to me...but I guess in terms of what can be better, cater better to those students who live on campus. I've been involved, I could get groceries, I'm a native of Indianapolis and it's tough and kind of hard with no options during the week. I don't know the 30 year plan for food expansion or growth, I hope with housing there will be options. I don't know 30 year plan well, but the Evansville plan sounds genius ...so in terms of healthy-ness people will walk there.

Another observation is that some students, well a lot of students are off campus and most of their classes are in one building and there's no reason to go to another building, I know when you moved to the Campus Center you closed the other locations and so it's only the Campus Center. It's expensive and you may not even be able to commute there.

I'm a student and many bring lunches. I know it's not Chartwells position, but just having a station with a microwave promoting Chartwells, have nicer areas like in the School of Science or anything without food access because you can only try one of those sandwiches so many times...

## **II. Discussion**

### **a. Current Brands (across campus)**

I think kiosks are a great idea, those are isolated areas and it just helps especially in the library. I like how they made that an attractive place so now there are chairs and now they may get a water when they are sitting there. And the business bldg saved me so many times, I'm sad that the law school closes at 1:30, it's a good experience there, there's nice staff there, it's always a pleasurable experience with the law school staff.

I like the new addition of Spetz Grill.

I like meatloaf and the grilled cheese!

Bring back the jalapeño ketchup!

That Mexican place, I got the salsa, I got the hot stuff and thought, "wow this is weak."

I really like the old pizza place, I'm not a big fan of Mamma Leone's, too bland, the other was stuffed pizza, breadsticks, I used to eat there like every day. (Lucas Pizza at hotel) They had a great product and there was a long line of people, it was the only real business that appealed and it was the most appealing and seeing the place now downtown always empty.

Josh: I've never had this pizza before (speaking about Mamma Leone's), does everyone like what they're eating?

Its okay.

I like what you removed from the bottom! It added spice, but I like that there isn't anything anymore.

I think I'm biased, I don't like much pizza, I'm from Chicago .....

When you first started, the only one I liked was breadsticks with cheese....

(Everyone raves about Bosco sticks)

Lucas pizza was making the product, lost the quality of the food,

Josh: We make that pizza for scratch all day long, in continuous production. It's ridiculous, some days

But, it sits under a lamp all day, Lucas goes in an oven...

Before I knew about focus group, I was on web site, nutrition facts, what we are consuming, companies not putting info into even though I'm not eating well at least I know how much I'm consuming

Mondo's upstairs, it's closed, always too early. Why is it upstairs all by itself?

Subs are comfort food and Caribou cafe I love it, I call myself a tea critic, I think they are quality. And then with Mondos, can you bring back old potato salad? it's different now, but old was much better. (this is the baked potato salad)

I wish the places are 10<sup>th</sup> street would accept JagTags

### **b. Current Catering Program**

The events I've been too food good service good and the people who serve put together is really nice.

My organization gets food for our meetings, it's really easy to order, options on no frill, adequate to provide food for diff types of people.

I'm the PR of Japanese Club and wondered what kind of Japanese food we can serve? (Deana: that would be a custom item and we would work with you on your menu with our chef. Stacy: We do ethnic menus all the time and we work with the Executive Chef from University Place to create them)

### **III. General Discussion**

Josh: Where else do you eat?

That entire plaza with subway, donato's, nothing really else downtown

Stacy: describes Market Basket projects and discusses catering discounts given due to the research.

2 things, I really like having outtakes because their hours are longer and nice to get a snack, sometimes on way back to class. I cook but nice to grab snack or to an evening class. I miss the Gyro place in the hotel! Gyros and yogurt!

I think the price of Mamma Leone's pizza through catering is too high. And when I try to have events in the Campus Center, they force me to use Chartwells.

You can use rooms in the library and have any caterer you want come it.

Deana: It is a demographic exclusivity policy and does cover the Library. (Brief explanation on policy)

One thing, I like a lot of updates, not same menu constantly, not new everywhere else, not new but here, even thought not new, get attention. And make sure to advertising for food place, had fish sandwich and I didn't know it until I got there. Don't rely only on web advertising.

Don't send email through a listserv. I won't read it.

What is with the weird hours in kiosk where closed for 2 hours (Jag Connection).

Put a coupon on the website and you will get more traffic

I would enjoy having printed off copies of the Nutritional Information for all the brands.

#### **Notes/Appendix:**

- **Vegetarian/Vegan Brochure**
- **Website information**
- **FourCourse Catering FAQ sheet**
- **FourCourse Catering "No Frills" Brochure**
- **FourCourse Catering Magnet**



**IUPUI Customer Forum  
FACULTY & STAFF  
March 10, 2009**

**Facilitators:** Tom Cappucci, Stacy Blanton

**Campus Departments and Offices represented:**

Seven people responded that they would attend.  
International Affairs – Jill Jean Baptiste  
Law School – Kathy Jensen  
Radiology – Linda Cox

**Stacy Blanton**

- Welcome and Introductions
- Spring Break Hours of Operation
- Summer Hours of Operation
- St. Patrick's Day Event on March 12
- Caribou II in Research III opening mid-April
- New items available weekly: BBQ Brisket at Spotz, Catfish Sandwich at Spotz, Ultimate Nachos at Rio

**GENERAL COMMENTS**

I am just tickled about that Potato Bar – you can get any topping you want! Could I order that through catering?

Participant numbers triple for Summer II for health and clinical classes. (Saturdays?) Contact Marti Reeser for more info.

I noticed on the Baker Group report that they commented on the “look” of the foodcourt. Just wanted to say that I know that it's not Chartwells fault for how it was designed! I agree with needing a warmer feeling when I go there.

Please explain the demographic area for the Exclusivity Clause. Even though we aren't technically located in that area, can we still order from FourCourse Catering?

We got a catered lunch last week, it was very good and again yesterday from the upscale menu and it was very good. Then for the Women's Health Fair, we got bad bread and stale chips. I was very disappointed because everything was going so well.

Smashed Apple Pie was so good!

Cookies, Brownies and Dessert Bars are cut into very large pieces. I want more than one but they are always too big. Reevaluate the portion size on those. Consider bite size.

We had a luncheon (already address with Deana) and I got a little nervous about the set-up because it ran a little late.

We always have so much left over – portions with Chartwells food are always big!

Jack Daniel's chicken and a beef entrée – very small portions, it was perfect! I got to taste a little bit of everything.

I host a seminar of about 25 women every semester and the only comments we get back from them are about the food. It's important to have the illusion of a lot of food. We understand this. We've taken unopened food to the shelter. Always happy to get it.

Servers were very good yesterday.

Josh is visible in the food court - always in front. And Allie is very visible in catering.

Get the cash registers open at lunch time. Even if you have a short wait times at concepts, it's always longer at registers

Really concerned about opening August 24 for Fall Semester. You should re-open a week earlier. There is a lot of buzz in the building.

There is nothing around the apartments for the kids to eat or a Laundromat. Use the old Dept. of Health building for a strip mall. The Corner (in apts.) is very inexpensive, but it's all they have on that side of campus.

Rio Frontera has very large portions but I always eat it all.