

**IUPUI Food Service  
Faculty/Staff Focus Group  
Notes 2/2/10**

**In Attendance:**

**Josh Berger, Tom Cappucci, Stacy Blanton, Michelle Benberry, Melanie Hollcraft, Sherri Hendricks, Tammy Martin, Myron Duff, Michael Sprinkle**

**Introduction**

Moderators: Josh Berger, Tom Cappucci, Stacy Blanton

**Josh:** Introduces moderators and thanks guests for coming. Calls the meeting to order 3:04pm.

**Josh:** Flatbreads has received a favorable response from our guests. What did you think?

“Pretty good; better than before.”

“I liked it”

“Can you get pizza and a drink for \$5 now?”

**Josh:** Discusses the type of oven we currently have and why the pizza crust texture may seem different than other pizza places.

**Josh:** Introduces the Philly Pretzel idea

Few people at the meeting had tried them

“How much will they be”

“How many will you get 1 or 3?”

“Where will you sell them?” (everyone is very excited about the new line!)

“If people wanted their pretzel hot, they could use the microwaves.”

**Josh/Stacy:** give updates on the meal plan and planned meetings with Student Account Services

**Josh:** Discuss “Your Wedding Indianapolis” photo ad

“What happens if someone wants a room but it is booked for a wedding?”

**Josh:** Construction/floor work update

Michael Sprinkle provides information

**Josh:** Opens the floor for general comments

“get tables by the registers so you don’t have to fumble with bags and coins. It gets very frustrating to wait for people to get their money out”

“Can we get trash cans by every single utensil stand? I open my straw and have to walk across the room to throw away the wrapper”

“Several people in my office need gluten-free options. “ (Stacy and Josh explain Balanced Choices)

“Can we talk soup? It’s so expensive” (Josh explains the new soup program that has been in place since last semester)

“We haven’t heard any complaints, so silence is good”

“Are you doing away with plastic bags? Sometimes it seems a little awkward when the cashier is opening the bags at the register, have the bags at the condiment station” “I’m impatient but I like the customer service”

“I think you have good customer service except for at the pizza place.”

“Are the hours at Jag Connection for her to open at 8 or just be there at 8? It is almost always after 8 that she opens so we don’t go down until 9.”

“Sub shop is so freakin’ slow! Subway would go out of business!” Josh explains the toasting of the sandwiches and that is why it takes so long for sandwiches to go down the line. “But there were 7 sandwiches piled waiting to get rung up”. We have moved a key person upstairs to help with this. Discuss the move of Rose from pizza to Mondo. “That’s why I don’t like the pizza place now, because Rose isn’t there anymore. There’s no customer service at the pizza place anymore.”

“There were 40 people in line at Jag Connection yesterday. I’m surprised the students waited to pay.”

“Whatever you can do to make it go a little quicker. Tray counters would help.”

“I’ve never eaten at the sub shop b/c of the line”

“Bring back the salad menu at Wild Greens”

“Employees at Mondo don’t know the menu. If I order a turkey sandwich from the menu they still ask me what I want on it.”

“Great service at Spotz”

“A fresh salad is always sufficient”