



# YOU SPOKE, WE LISTENED

## ON-SITE INSIGHTS

Chartwells truly values your business and we want to ensure that our quality and service levels continue to exceed your expectations. Recently, we conducted focus groups with our guests to collect meaningful data, which will prove invaluable to the continuous improvements of your dining experience.

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

### GUEST COMMENTS

### OUR ACTIONS

1	We would like to see more ethnic cuisines featured throughout Dine 49.	We are now offering rotating ethnic cuisines at the 2Mato station in Dine 49, in place of pasta. The Dine 49 menu has also been revamped to include more limited time offers and menu innovations.
2	Please reduce the wait times at Alaska Grill.	The menu has been restructured, and the staff have been cross trained to allow for more streamlined order processing and reduced wait times.
3	We are not always clear on the proper budgeting for meal plans throughout the semester, or when and where to use blocks and/or Munch Money.	Budgeting calendars, tabling events, and online media platforms will be engaged to answer any questions and share helpful meal plan information throughout the semester.
4	Please bring back the steak and seafood specials at Alaska Grill.	We are excited to announce Valentine's Day will be the reintroduction of steak and seafood nights. These specials will continue on a weekly basis throughout the semester.
5	We would like to see more consistency in the size of pizza slices and the distribution of toppings at Campus Cache.	We will work to eliminate inconsistencies through additional and continued training of our associates.
6	Please inform us of events, limited time offers, and specials ahead of time through posters, social media, and emails.	Our newly styled website will be utilized in tandem with social media, posters, and signage to inform you of all promotions and events, and a dedicated information center will be placed in Dine 49.
7	We would like a selection of dressing for On The Go items and to know which dressings are being served at the salad bar.	Dressings for On The Go items are now in packets so you can choose your favorite. Also, nutritional information cards are posted at the salad bar for easy identification of the dressings that are available each day.
8	Please bring consistency to the chicken prepared throughout Dine 49.	We will work to eliminate inconsistencies through additional and continued training of our associates. We will also look at product procurement alternatives.
9	We would like easier access to summer camp information, including scheduling and all summer dining options.	A newly formatted summer contract is available as well as a centralized point of contact for all summer camp scheduling and inquires. <a href="http://www.Dineoncampus.com/uaf">www.Dineoncampus.com/uaf</a> will contain dining information throughout the summer for those remaining on campus.
10	Please address the varying inconsistency of espresso drinks. The taste and quality seem to range based on the barista making them.	We have implemented shorter calibration intervals for our espresso machines and will continue to train our new staff members to increase consistency at all locations.

# WE VALUE OUR GUESTS!