**University of Houston System**

**New Food Service Location Process**

The Department of Auxiliary Services at the University of Houston has been designated as the responsible party to manage all food service locations for the University of Houston System through its management of a System-wide food service contract. Below is the process for adding a new food service location to a University of Houston System campus or location.

1. **Preliminary Review (Estimated Timeline – three months)**
   1. Chartwells and Auxiliary Services review space and develop sales projections based on potential new food service location, given potential customer counts.
   2. Recommendation presented to University of Houston System University Food Service Advisory Committee (FSAC) for review/approval.
   3. FSAC recommendation noted in minutes.
   4. FSAC recommendation provided to Associate Vice Chancellor for Administration for review and to determine if revisions to food service agreement are required.
2. **Programming/Design/Construction (Timeline dependent on project complexity)**
   1. Auxiliary Services submits work order for new project
   2. Space program and budget developed by Facilities, and included on the CIP (as appropriate)
   3. **Potential re-review by FSAC (if program changes have occurred).**
   4. Project delivery method selected
   5. PFA signed and issued
   6. Project procurement
   7. Potential Board approval (if construction is $1 million or greater)
   8. Project Construction
   9. Final Health Inspection/Certificate of Occupancy Issued
   10. Project Commissioning/Equipment Testing
   11. Employee Training
3. **Operations (Ongoing and in parallel to Phase II)**
   1. Space designation **changed** in Facilities Management Software, working with FP&C and UHS Finance, due to Texas Higher Education Coordinating Board requirements and Tax Department requirements. Space designation must also be **reported** to the Texas Higher Education Coordinating Board and may impact space utilization score. Space must be classified as auxiliary space per UBIT (Unrealized Business Income Tax) requirements and as auxiliary spaces are ineligible for Higher Education Funds for deferred maintenance. All auxiliary operations are required to pay 6% Auxiliary Admin charge on overall operational expenses.
   2. Food service square footage updated in RevenueVision.
   3. MOU/lease developed with Auxiliary Services to charge rent for new auxiliary space.
   4. MOU developed to include updates to the service level agreement for: health inspections, pest control, utilities, preventative maintenance of equipment and infrastructure, and food-service level cleaning.
   5. MOU scope of services updated to account for UIT infrastructure: point of sale, Cougar Card, and preventative maintenance on register system.
   6. Expenses tracked/managed in RevenueVision and managed by Auxiliary Services.
   7. Initiation of on-going services – updates to FSAC, management and oversight of: work orders, health inspections, technology issues, etc.
   8. Schedule of refreshes developed, typically every five years, to account for changes in brand and food preferences of community.