

Food Service Advisory Committee

December 5, 2014

Open Forum

Chick-fil-A Meet & Greet

- Location Manager – Kelly Procell
- Front of House Supervisor – Ashley Reyna
 - New staff
 - Brand standard training
 - “My Pleasure”, Guest Interactions, Uniforms, Speed
- Back of House Supervisor – Isiah Ingram
 - Makes specials to order
 - Fryer upkeep
 - Use of timers
 - Efficiency improvements

Your Voice Counts Surveys

	WOWs	Rescues
September	14	45
October	2	22
November	10	14

Highlights for November

- Overall Satisfaction w/ Service – 45%
 - Up from 14% in October
- Overall Satisfaction w/ Quality – 37%
 - Up from 9% in October
- Likely to Recommend – 29%
 - Up from 5% in October

Opportunities for November

- All Highlights are still opportunities
- Speed – 33%
 - 51% is national average
- Employee Thanked Me – 36%
 - 50% is national average

Your Voice Counts WOWs

- *Yolanda was SO sweet. I use to dispose the service at that chick fil a but this employee was so kind! She had a smile on her face and made sure to top off my soda to the top and gave me the perfect amount of sauce. She is awesome! From now on im going to make sure she gets my order.*
– **CFA @ UC**
- *Hispanic male with glasses. He upsized my drink because they did not have a free meal for Veterans on Veteran's Day* – **CFA @ UC**

Your Voice Counts WOWs

- *Every employee at cougar woods makes you feel welcome. They are generous with their portions and always have a smile on their face. I eat here everyday, love it. – Cougar Woods*
- *I do not know their names, but I would like to thank the people at the Express line for always making sure I get everything I want. It is usually an Asian girl with a ##### girl. I come here about two times every week. They give me good scoops, they get me stuff from the other line when they are out of the food I want, and they are really nice. Sometimes I feel bad about making them get me food and sauce from the main line, but I'm in a hurry most of the time. God bless them, Go COOGS! – Panda Express*

Your Voice Counts Rescues

- *The lady working the desk at 11:25PM told us that we needed to be out within the next 10 minutes because she was going to close. The store isn't listed to close until 12:00, and she was very rude about it. She was also talking on her phone the entire time and rung my friend up for a cappucino when she bought a coffee. She didn't pay any attention to her job and was also very rude about it. – **Cougar Xpress @ CW***
- *There wasn't enough mocha in my peppermint mocha it tasted like peppermint coffee not enough chocolate mocha flavor – **Starbucks @ Bauer***

Your Voice Counts Rescues

- *Your cashier for that night was very rude and on her phone/tablet while she swipped my card was using inappropriate language I told the supervisor on duty but she just brushed it off I kinda felt like it was fake but that's not how you treat a students the old night cashiers treat us right where are they at? I need something done about this or I'll be going to corporate office. – Cougar Woods*

YOU TALKED. WE LISTENED.

The Roasted Corn Chowder soup is delicious! – In person feedback at Cougar Woods

Roasted Corn Chowder is now featured more frequently on the soup menu at Cougar Woods!

It's feedback like yours that makes our program better.

If you have a suggestion you'd like to share, visit campusdiningvoice.com!

YOU TALKED. WE LISTENED.

Why is there no pizza on Sunday nights? – We Heard You Board at Cougar Woods

Pizza is now available every Sunday during dinner at Cougar Woods!

It's feedback like yours that makes our program better.

If you have a suggestion you'd like to share, visit campusdiningvoice.com!

YOU TALKED. WE LISTENED.

*Fix the hot chocolate machine!
– We Heard You Board at
Fresh Food Co.*

We're ordering a new machine and offering single serve packets of hot chocolate upon request until it arrives at Fresh Food Co!

It's feedback like yours that makes our program better.

If you have a suggestion you'd like to share, visit campusdiningvoice.com!

YOU TALKED. WE LISTENED.

We want more options on the weekend! – We Heard You Board at Fresh Food Co.

We've added a Chef's Special every Saturday during lunch and omelets every Sunday at Fresh Food Co!

It's feedback like yours that makes our program better.

If you have a suggestion you'd like to share, visit campusdiningvoice.com!

Pizza Delivery Partner

- Papa John's stopped accepting Cougar Cash.
- Searching for new national or local pizza location to take on Cougar Cash deliveries.
- Will keep committee updated and send out e-mail to all residents once new partner is found.

Steak & Shrimp Dinner

- Friday, Dec. 12 at Fresh Food Company
- Each guest will receive one portion of steak, shrimp and wild rice. All other stations will be unlimited as usual.
- Also adding a chocolate fondue dessert station for this event.

UC Opening

- Building Grand Opening – January 21, 2015
- Events
 - **Freshii:** Door prizes, iPad Mini Giveaway, Samples, Brand Ambassadors, Photo Op
 - **Starbucks:** Free upsizing all day
 - **Cougar Xpress, Chick-fil-A & Panda Express:** 10% off all day
 - **McDonald's:**

Finals Mania – Fall 2014

- Date: Monday, Dec. 8
- Time: 8:30 p.m. – 10:30 p.m.
- Call for volunteers!
 - Contact Emily Fahner
efahner@central.uh.edu
713-743-6571



Starbucks Refresh



STARBUCKS®

- UC Satellite Starbucks
 - Phase 1
 - Lounge Area: Completed 11/3/2014
 - New paint
 - Remove carpet
 - New and more seating
 - Phase 2
 - Hot Food Program: Installation 12/5/14
 - New warmer will allow us to carry hot food program

Member Items

Next Meeting

February 6, 2014

12 p.m. – 2 p.m.