RAPID FIRE QUESTIONS

1. What is your favorite restaurant on campus?
   1. Tropical Smoothie, Sergio’s Cuban, Chick Filet-A, Einstein’s Brothers, Filip, Choppin Block, Chick Filet-A, Brahma, Chick Filet-A, Wingstop, Burger U, Arredondo Café, Boat House, Panera Bread, Twisted Taco, Which Wich and BYOB Build Your Own Burgers/Burritos/Bowls
   2. Choppin Block, Build Your Own Salad by bowl or pre-made, Sergio’s Cuban are in Miami and very successful, they have pastries, beer, wine, anything Cuban is popular. Arredondo Café has Thursday is Fried Chicken Day.
2. What is your favorite or the most unique feature in your “all you care to eat” dining facility?
   1. Display cooking, Mongolian station, blue column cover vents, salad bar, garden, Mongolian, salad bar variety, Starbucks machine, Sushi machine rolls out and cuts, subs, vegetarian options, chefs table small size, variety world of flavors from different countries every week, chef’s feature, personal pizza, Cuban sub, make your own pasta and smoothie stations, waffles, GA items.

3a. What do you wish your campus dining partner could change, update, or provide to enhance the quality of the services provided on campus?

1. More detail of ingredients for allergies, KPI measure menu items accuracy a student checks 3 times a week, chefs’ interpretation of a menu items and making their own changes, technology issue Aramark cannot get the menus right, menu boards and website, checks daily.

3b. Challenges with catering?

1. Catering kitchen where it is coming from, kitchen wasn’t made for that, issue PO without exception form, no exclusive catering, catering program that aren’t pre-qualified and reserve percent back approve list with health inspections, proper facility, where ever there is a kitchen caterer can’t come in, catering is the most difficult customer satisfaction, preferred catering list on website, EH & S helping with the catering list and documentations, getting paid food trucks, contract with Food Truck Crazy Inc., Health Department and EH & S inspection to get on approved list, 3% revenue, used during union remodel, different menu everyday for students and small clubs, price match 80% catering, food service runs food trucks, rally once a month, no food trucks during normal operation hours unless food service cannot handle it, spring break Chartwells totally shuts down.

3c. Additional retail options; hot food vending?

1. Pizza ATM – 96 pizzas in refrigerator, 2 ovens, already in a box, 3 – 4 minutes, 500 students have access, didn’t plan for it to be a money maker $5,000 in January, $8-$9 10” pizza, Chartwells is there every day, has a dashboard, 1st in 1st out, have 72-hour shelf life, Meal Plan option, Dining Dollars can be used, no debit or credit as of yet
2. What makes your Bookstore unique?
   1. Mobile options, remodeled store design art FIU, Miami colorful B & N, Design Gator gear, text book affordability, design café, not feature student lounge, accessibility with Athletics, nothing, different look, variety, mobile display, women’s line expanded, B & N will not renew license, going virtual, virtual very transparent.