



DINING SERVICES
THE UNIVERSITY OF UTAH

2022-2023 Annual Report



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OVERVIEW

It has been an exciting year for UofU Dining! As we move into the new year, the following report will recap our successes and challenges for the 2022 fiscal year. Items of note include:

- QR code ordering
- Catering sales
- Internal promotions
- Campus 'Joyfest' Events
- New technology
- Financial overview
- Awards

It has always been our goal to provide UofU students with the best dining program in the Pac-12. As you will see in this report, we have made great progress in accomplishing these goals.

MISSION STATEMENT

At colleges and universities around the country, we are re-inventing the on-campus dining experience. We are challenging the norm and setting new standards by investing in high-tech, food-infused social spaces that bring people together to promote meaningful relationships and interactions. We are food-forward difference makers, bound together by a desire to feed hungry minds and prepare students for success.



SHORTAGES

Labor Shortage

During the summer months of 2022, Dining Services began recruiting efforts for the fall. Hiring incentives for front line associates were added to the application process that included:

- Parking or UTA/Trax Pass
- \$250.00 Referral Bonus
- Paid Food Service Certifications - Food Handler Permit
- Uniform Sets including Safety Shoes

With this additional recruiting effort, Dining Services stood up both resident dining halls and 13 retail locations.

Although resident dining was opened as scheduled, concepts within resident dining were altered to fit the staffing levels. Some concepts that ran full service during lunch switched to self service at dinner.

Throughout the school year residential dining grew and expanded its dining operations offering more items on the QR code and opening more stations.

To mitigate the labor shortage and maintain the highest achievable service levels, Dining Services relied on self-check-out and order/pay through the Boost Mobile App. Dining Services also invested in commissary food production systems to help eliminate task redundancy in all food operations.

Throughout the 2022 – 2023 academic year, Dining Services constantly hired associates and increased services wherever possible. Two a la carte breakfast programs were established in the spring semester improving options available. In addition, Starship Robotic Food Delivery options grew and provided a food delivery service to the campus community.

Product Shortages and Vendor Issues

Product shortages were anticipated going into the fall semester prompting UofU Dining to place opening orders two months prior. Monthly pre-orders of food

and paper products were maintained through the spring. Many times, there were deliveries with less than a 90% fill rate which forced sudden adjustments to menus and ingredients. Deliveries coming from outside the state were and remain unpredictable with respect to the delivery date. To anticipate these delays, UofU Dining invested in product inventory to cover gaps in product availability and delivery.

On Campus Foot Traffic

UofU Dining experienced a record year for residents with meal plans. However, this record participation did not translate into growth in our retail locations. With classes being offered on-line as well as in person and with faculty and staff working hybrid on campus work schedules, the foot traffic on campus was down significantly. Mondays and Fridays were the most impacted days. This made it difficult to schedule associates and prepare ready to sell food items. Overall, Dining Services saw a shortfall in retail sales over the academic year.

Innovations Developed During COVID

UofU Dining had to remain flexible to daily circumstances that challenged every aspect of operations. Several innovations were developed to stabilize the operations and provide an excellent customer experience:

- QR Code Ordering – custom a la carte menu items served in residential dining - industry best practice
- Teams Meeting vs In Person – time savings and better presentation capabilities
- Cashierless Markets – allows for operating hours without overhead labor expense
- Same Day Pay Option – associates can be paid within 24hrs following a worked shift
- Boost and Starship Ordering & Pay – food purchasing convenience

CULINARY INNOVATIONS

Residential Dining

Urban Bytes at Kahlert Village

In August of 2020, the University of Utah opened the doors to their new residential dining hall Urban Bytes. Situated inside were seven different restaurant-style stations, each one featuring its own unique culinary theme.

Urban Bytes was designed to bring a new experience to residential dining. The stations nestled within the dining hall answered the student need for variety and surpassed anything offered before. This request from students is something UofU Dining evaluates every year. This year, Dining Services sought out an opportunity to evolve and expand a technology that would not only stay in line with current ordering trends, but also bring more options to our students.



What started as a traditional residential 'buffet' style offerings, quickly transitioned to tablet ordering and then soon after evolved to QR code ordering. In doing this, Urban Bytes now offers menu items that traditionally could not be featured in an all-you-care-to-eat dining hall setting. In addition, it solved long wait times as students could visit the other six stations while waiting. When an order is finished, the student receives a text that their meal is ready for pick up.

During the 2022 - 2023 academic year these QR menus grew and expanded at each station. Students and visitors could pick from multiple items at each station and customize their orders to fit their liking.

This ordering style is one of a kind and was developed by Utah alumni, Jim Ngo. This system was developed and designed for the University of Utah and since its debut, universities nationwide have requested on-site visits to bring this unique dining experience to their campuses.

QR Code Menus

The Game

The Game menu is located directly to the left when entering the space. It hangs 90" tall and 60" wide. To accommodate evolving menu changes, each section is removable and can be re-printed and re-hung separately.

New items have consistently been added to the menu including: appetizers, nugget dipping sauces, patty melts, ginger turkey burger, fried or marinated chicken sandwich, fried cod sandwich, and a chicken caesar wrap.

Going into Fall 2023, our culinary team is looking to add even more items to the menu including weekly specials.



Food Hall at the Peterson Heritage Center



The Food Hall has seen many new improvements this year as well. With the guidance of Dining Service's Campus Executive Chef, Charles Kimball, new menus and programs were debut upgrading the dining experience alongside Urban Bytes.

After the QR code ordering released at Urban Bytes, the Dining Services team wanted the same technology inside of the Food Hall so no matter where students lived, they would have the same variety of options.

QR code menus were added at The Grill and Create stations and then later UofU Dining launched The Deli, which offered customizable paninis and sandwiches.

La Taqueria

La Taqueria was designed to bring a new experience to residential dining. This concept was introduced as a buffet-style restaurant, that quickly evolved into a technology-forward experience, offering a menu that traditionally could not be featured in an all-you-care-to-eat dining hall.



During the breakfast period, La Taqueria starts with its breakfast concept named El Panqueque. Changing a station that was created for lunch and dinner was no easy task, but the University of Utah dining team was able to build a menu that fit the station theme while keeping it efficient and easy to switch over to lunch.

The menu (shown right) is customizable, allowing students the opportunity to order a breakfast made just for them.

For the lunch and dinner periods, La Taqueria features classic favorites with an authentic flavor profile. Customizable made-to-order tacos, quesadillas, burritos, and posole are available daily.

Each student is able to create a personalized dining experience using the QR code technology, which in turn allows La Taqueria to offer dishes it would otherwise be unable to cook in large batches or that would result in larger amounts of food waste.

On the righthand side of the station there is a buffet style area where students can add sides beans and rice, and have the option to build their own taco salad or nacho plate. Additionally, all of La Taqueria's menu items are made in house featuring local ingredients.

A menu board for La Taqueria. The top section is green with the 'La TAQUERÍA' logo. Below it is a yellow section with the 'EL PANQUEQUE BREAKFAST' logo and a list of breakfast items: Breakfast Bowl, Breakfast Burrito, Huevos Rancheros, Dos Huevos Plate, and Specialty Pancakes. The bottom section is red and features a 'COMING SOON' sign with a sugar skull and a QR code.

La TAQUERÍA

EL PANQUEQUE BREAKFAST

BREAKFAST BOWL
Scrambled eggs, warm tortilla, refried beans, rice, cheddar cheese with your choice of protein and topped with salsa and sour cream.

BREAKFAST BURRITO
Scrambled eggs, breakfast potatoes, refried beans, rice, cheddar cheese with your choice of protein and topped with ranch dressing, salsa, and sour cream.

HUEVOS RANCHEROS
Two eggs over easy, refried beans, breakfast meat on top of a warm flour tortilla and served with salsa and sour cream.

DOS HUEVOS PLATE
Two eggs over easy, refried beans, breakfast meat served with a warm flour tortilla, salsa and sour cream.

SPECIALTY PANCAKES
Pancake made to order prepared with your choice of breakfast toppings, blueberries, or sliced bananas and topped with warm syrup.

TACOS
Two Tacos with your choice of protein in a corn or flour tortilla.

QUESADILLA
Two crispy grilled flour tortillas filled with your choice of protein held together with gooey melted cheese.

BURRITO
Your choice of protein with rice and beans wrapped in a large flour tortilla.

POSOLE
Pork stew with hominy, cabbage, chile, peppers, onions, garlic and lime radish.

COMING SOON

FYUL

FYUL is the newest addition to our dining halls. As we begin to see more requests for vegan, vegetarian, and healthy options, FYUL was a big win amongst the students.

This station, which features mainly vegan and vegetarian, offers foods that focus on a healthy lifestyle for U students. This includes foods that:

- Boosts energy
- Increase mental clarity
- Earth friendly
- Boosts immunity
- Heart healthy
- Protein packed
- Anti-inflammatory
- Boosts recovery
- Promotes healthy skin



This station was developed by our on campus celebrity Chef, Peter Hodgson. As a dedicated UofU fan and supporter, he brought his culinary passion to the FYUL station to help students be successful during their time at the U.

Crimson Catering

Football Suite Catering

Football menus are derived from a creative and collaborative place. Dining Services catering (or Crimson Catering) team develops their best ideas from the “spaghetti on the wall” method. As a team, ideas for different categories of stations and/or concepts alongside flavor profiles are written down and discussed before every game. Inspiration for these menus come from the collective travels, family outings, favorite restaurant dishes, and on-trend catering concepts of the team.

Crimson Catering provides the Crimson Club patrons with a suite menu they can order from in addition to the buffet experience. This year the catering team also implemented a day of suite QR ordering system. Suite ordering has been a fun new challenge for Crimson Catering as they consider space in the suites, necessary equipment, and designated suite-only staff members to ensure a wonderful experience for our tower suite holders.

As this is such a large and extensive event happening six different times during the fall,



the campus wide culinary teams are called in to ensure success of the event. The care and consideration for the end product is unmatched.

UofU Dining team members will work up to 70+ hours a week, staying on top of ordering product from several local purveyors, while also doing all the other large (and small) catering events.

Crimson Catering is grateful to be led by Chef Juan Garcia, an incredibly talented individual. He has been a member of our team for several years, working his way up from prep cook to Crimson Catering's executive chef. Mentored by Chef Peter, he has gone on to win the regional NACUFS culinary challenge more than once and excels in every position he has been placed in.

Menus and concepts are underway for the 2023 fall season with some fun new ideas. Crimson Catering plans to infuse some Utah flare with some of our local partners throughout the season.

Large Events

Crimson Catering has had many successful large events this year. Alongside campus partners, Crimson Catering planned the Latinos in Action Conference in which 3000+ people were fed in the Union.

Crimson Catering partnered with the UofU to host the 2023 NBA AllStar Events. These events lasted multiple days and We catered for the Celebrity game, AllStar practice and the Rising Stars game. These events took place over multiple days and the catering team fed over 100 players and over 300 media and staff members.

We partner and sponsor the The Union Scholarship themed event every year while also using this opportunity to showcase the new catering concepts and menus for the academic year. On average, there are 600+ people in attendance.

Some other major events Crimson Catering worked on was the Title IX and the NCAA Womens Tournament. This celebrated the 50th anniversary of the implementation of Title IX. This dinner fed 200+ Individuals. The NCAA Womens Tournament was a big success for our catering team as well. Plus that had the added benefit of getting to see the Utah team compete in it!

This year's summer conferencing has been another large opportunity for Crimson Catering. During the summer, we cater mainly to New Student Orientation and FSJ Youth Group every week. These groups bring in around 1,000 students, parents, and campers per day.

PEOPLE

YouFirst Program

YouFirst is the Chartwells associate engagement program. It is our promise as a company to serve our associates first - by providing them with tools and resources to deliver best in class service. We commit to them, so that our associates can then commit to our guests.

Our YouFirst Platform is broken down into 3 categories: Gather, Develop, and Reward.

Gather

Before each shift our managers and associates come together as a group to go over safety, menus for the day, and other various topics. This creates an open forum for associates to ask questions, make suggestions, and be involved in our day-to-day operations. This also cultivates the team and helps create synergy throughout the company.

Develop

AMP (Accelerated Manager Program) is a leadership development program open to aspiring managers – such as frontline hourly associates and student hires not yet in management roles.

This includes entry level managers who are simply aspiring to grow and develop the skills needed to be successful in their new roles. AMP provides new and aspiring managers with a unique fast-track learning opportunity focusing on management development. The program provides a personalized approach that aims to customize learning for each learner's strengths, skills, and interests.

The program can be completed in 12 weeks or more, depending on the learner's needs, pace, and business goals. Program mile markers capture each learning stage and enable rolling enrollment at any time. Here at the University of Utah, we select 3 hourly associates each semester to be a part of the program – they are the next associates in line for a promotion.

Reward

Here at the UofU we put a spin on the Chartwells YouFirst Program. We had a wheel o' prizes on a monthly basis where associates spun the wheel to win a prize. Those prizes consisted of a PTO day, UofU gear, gift cards, and YouFirst points. In addition, associates would receive YouFirst points for good attendance, no safety incidents for the week, and going above and beyond in their job. Associates would then redeem their points for gift cards, gear, and food and drink items.

Associate Appreciation Party

To show our associates our appreciation for their hard work and dedication during the fall semester, we held our yearly holiday party. We were excited to throw this party because we haven't been able to do so since the pandemic. This event was held in the student union bowling alley. Associates were encouraged to bring their family members and participate in bowling, pool, karaoke, and ping pong. Panda Express catered the event and a variety of desserts were served. All associates were entered into a drawing where tickets were pulled all night. The prizes consisted of air fryers, gift cards, airpods, backpacks, movie tickets, etc. The get together ended with associates taking home a holiday pie and a UofU beanie.

New Team Members

Scott Maldonado

Scott was born in Brooklyn, New York to a stay-at-home Italian mom who had a small catering business, chocolate molding business and hard candy business in the home. He grew up in New Jersey and was in the kitchen peeling potatoes and shaping meatballs as soon as he could walk. He fell in love with the smell of peeled onions, basil and sauté garlic with a splash of white wine.

Scott went to go to culinary school right after high school in NYC. That is where he learned to cook dry pasta, which up to that pint he had only had fresh pasta making it on the kitchen table. He worked for fifteen years in New York enjoying the mid-town Manhattan theater customers. During his time working Scott went back to school and received a Bachelor's degree in Business Administration which honed his leadership skills. He moved across the country to Utah to dip his toe into the Healthcare field for a bit as a Director of Operations but found himself back in a kitchen where his passion is teaching and training the chemistry of cooking at the UofU. Scotts favorite quote is "Fish to taste right, must swim three times - in water, in butter, and in wine."



Lauren Familiar

Lauren started as a Supervisor in the Fall of 2021. After having the opportunity of completing our company's Accelerated Management Program, She became the Assistant Director of Retail Dining. She moved to Salt Lake City from San Diego impulsively in 2021, but never looked back since arriving at the U! During her free time, I enjoy watching a new movie, exploring national parks and browsing vintage consignment stores.



Amelia Epperson

Amelia began working with Chartwells in 2021, but she has been working in food service for a decade. She moved to Utah from Maryland in 2018 and found herself in Salt Lake City and, very luckily, at the University of Utah.

She was recently promoted to Assistant Director of Dining Services. She is passionate about what she does and looks forward to deepening her passion for food service in this new position. She doesn't think there's anything more powerful than a delicious meal.

Amelia can't wait to continue to serve the students and further build relationships with them over tasty food. When she is not working, Amelia spends her time reading, crafting, or finding a new documentary to watch.

Promotions

Luz Amparo

Luz Amparo was recently promoted to HR Director. She first started with Chartwells in June of 2022 as an hourly HR Coordinator. Her favorite part about this job is working with people from so many different backgrounds. During her free time, Luz enjoys reading, watching movies, and trying new restaurants.

She has held a variety of positions within the company, and she has continued to learn and grow within the day-to-day operations. She was in the Accelerated Manager Program last spring and then made her largest leap into the HR Director position.





Benjamin Johnson

Benjamin Johnson is the new marketing Director. He graduated from Kansas State University with a Bachelor's degree in 2019. He has had multiple internships in the fields of marketing and communication.

Ben's favorite part of his job is the opportunity for him to be creative and the brainstorming sessions that help improve dining on campus. Ben's hobbies consist of going on runs and playing basketball. He also considers himself a big movie buff!

Ken Ohlinger

Ken Ohlinger is the new Campus Executive Chef after one year as the Executive Chef of Urban Bytes at Kahlert Village.

He recently completed the Chartwells pilot Bench Leadership Program. The Bench Leadership Program focuses on hiring and training experienced culinarians. It is a 14 – 16 week program where Executive Chefs are paired with Chartwells culinary experts in a designated training location.

During the program the executive chefs in training focus on multi-unit kitchen operations and maintaining a safe and sanitary work environment. Chef Ken is on a detailed training regimen that focuses on culinary, financials, marketing, client partnerships, leadership skills, mentorship, and much more.

Ken graduated from the Culinary Institute of America and has spent most of his career working in hotels and resorts. He built a very successful culinary program as the Executive Chef of Snowbird Resort where he previously worked for 10 years. In Ken's free time he enjoys skiing, attending concerts, watching football, and traveling.



CULTURE

Joy-FUL Campaign

Introducing JOY-FUL! A national campaign aimed at welcoming students back to campus and rekindling a sense of community. After a school year largely defined by separation, JOY-FUL events helped students reconnect and celebrate campus life with joyful moments centered around food.

FESTI-FUL: September 28th

Our first JOY-FUL event was Food FESTI-FUL! In collaboration with 300 U.S. colleges and universities that Chartwells works with, UofU Dining simultaneously celebrated the return to campus and bringing back the reconnection of students. The event featured a local farmers market located inside the dining hall. UofU Dining partnered with local farmers and vendors to give out free produce, honey and cheese samples. The event was headlined by celebrity Chef Jet Tila where he featured UofU Dining's FESTI-FUL event live on Instagram.



THANK-FUL: November 18th

Our second signature event of the JOY-FUL series was THANK-FUL. During this event, Dining Services wanted to celebrate our community and give thanks. The event featured a Friendsgiving style menu at both dining halls and gave back to our campus community by launching a meal swipe donation campaign.

Together with our students, we collected 400 donated meal swipes to help support our food insecure students at The U.

DELIGHT-FUL: February 15th

DELIGHT-FUL is the third of the four signature JOY-FUL events we hosted during the academic year. This event focused on carrying out acts of kindness across the nation. In fact, in collaboration with other Chartwells schools, we challenged our communities to carry out 500,000 acts of kindness throughout the day.



POWER-FUL: April 4th

The fourth and final signature event of the year was POWER-FUL.

POWER-FUL allowed millions of students in campus communities to thank their heroes and feel good about their own impacts in the community. The Power-Ful campaign also encouraged Chartwells associates to participate by thanking their own front-line associates, chefs, and team members and highlighting their hard work.

During this event, Dining Services set up stations at both dining halls and offered unique Power-Bowls that students were given the opportunity to completely customize. UofU students were thrilled to participate and enjoyed their creations.



UofU Dining Services Donated 100 Free Meals to the University of Utah Campus Police and Security to celebrate their local heroes!

IDEAS

TAVLO Ordering System

Upgrading the Student Experience

In traditional all-you-can-eat dining halls, students serve themselves buffet style from pans. Options were limited, there was no ability to customize, and food allergens and dietary restrictions were sometimes difficult to accommodate. Hungry students often plated more than they ended up eating and discarded a lot of food in the trash. Dining halls that attempted to offer made-to-order options often had only a few choices. Students had to wait in line to order, then wait around to hear their name get called when their order was complete.



Today's students now entering The University of Utah are more food-savvy than ever before. They travel more, experience more cultures, are more adventurous, and most importantly, they grew up eating in restaurants. They are used to having many choices and expect to be able to customize their meals. It became clear that the traditional model of service was falling short of the expectations of this generation. It needed to be broken down and re-imagined.

UofU Dining approached the long-time technology partner, TAVLO, to design software that would facilitate fresh-made-to-order dining within the all-you-care-to-eat residential dining halls. TAVLO's on-site QR code ordering solution is a groundbreaking innovation that has allowed us to elevate our food service to a restaurant quality experience.

When students enter the dining halls, instead of getting in line to order food, they scan a QR code which will display a menu on their phone that they can browse and order from. Students have

busy schedules, so the menu displays estimated wait times to help them decide what to order based on how much time they have. They can choose from a large variety of offerings and they can customize their order with different proteins, cheeses, sauces, starches, and

breads. There are literally hundreds of different combinations available at any time. The student now has choices to accommodate dietary and allergen needs too! We offer gluten free buns, pastas, and cheeses, as well as plant-based proteins for vegetarian and vegan students.

When the student taps “submit” to place the order, the associates get a printed ticket showing the items ordered, and any allergen sensitivities that the student may have. This notifies the associate to take care to avoid cross-contamination. The associate makes the order fresh, and notifies the student by using TAVLO to send a text message when their order is complete. UofU Dining’s associates also get the opportunity to get to know our students because they see names on the tickets. They cook and serve with more pride and often go out of their way to suggest add-ons like fresh-grated Parmesan to enhance their meal.



TAVLO on-site QR code ordering has been a huge hit with the residential students and they have used it over 217,000 times to order food in the past year. They love the ability to customize their meals and be able to socialize with friends or do their homework instead of standing in lines to order or wait for their food. It captured the attention of Food Management Magazine who awarded the Best of 2022 prize to Urban Bytes’s The Game. UofU Dining is now deploying TAVLO across the campus into all dining halls and retail eateries.

Finally, Dining Services has launched TAVLO QR code ordering in the suites at Rice-Eccles Stadium during home football games. Through this style of ordering, the suite guests can order from a special game day appetizer and snack menu. This augments the in-suite platters that suite owners ordered prior to game day. A QR code is placed in each suite that guests can scan with their phones to bring up the game day menu to order from. We will prepare the food and deliver it to the suite as a special service to the suite owners.

The partnership between UofU Dining and alumnus Jim Ngo’s company, TAVLO, has been strong and productive. TAVLO’s easy-to-use ordering solutions have become valued fixtures in the campus eateries.

Starship Robots

In April 2022, UofU Dining Services partnered with Starship to soft launch a robotic food delivery service on campus. Twenty delivery robots were stationed at Urban Bytes to serve lower campus and provide food delivery service from all lower campus food venues. The robots were an instant hit with students and campus visitors. Social media was buzzing about the new addition to campus life.

How it Works:

1. Customer

- Downloads the Starship App
- Select the food venue and menu they would like to order from
- Drops pin where they would like the food delivered
- Make a food selection and pay with cash/credit/MP Flex or Dining Dollars

2. Starship App

- Provides customer with ETA of order
- Provides updates on order status
- Provides tracking as to where the robot is in the delivery journey

3. Food Venue

- Receives printed order through the Starship tablet
- Prepares order
- Places order in robot's cargo bin
- Sends robot to customers location

4. Customer

- Opens robot using a code provided by Starship
- Takes food order from robot's insulated compartment space
- Closes compartment door and sends the robot back to base

UofU Dining Services and Starship built the fleet of robots from 20 existing to 50 total robots beginning in 2022- 2023. The robots functioned in two teams, one team on upper campus and one team on lower campus. This delivery service substantially extended the reach of UofU Dining across main campus and into U of Utah – Health Sciences.

UofU Dining hopes to continue to grow its Starship offerings and to introduce more cutting-edge technology that improve dining options to The University of Utah community.



Boost Mobile Ordering

What is Boost?

Boost is a user-friendly mobile app that allows for convenient food and beverage pre-ordering right on campus, resulting in healthier, happier, and more productive students and faculty.

Waiting in line doesn't always fit into people's busy schedules; Boost makes it so that its users can place, customize, and pay for their orders before they even walk in the door. With Boost mobile ordering, students can pre-pay for their meal and pick it up when they want it.

UofU Dining looks at Boost as an opportunity to expand our food service outside the physical retail space and to provide for the growing needs of personalization and speed. The U community is able to get their orders exactly when they want them, creating an improved workflow to our operators.

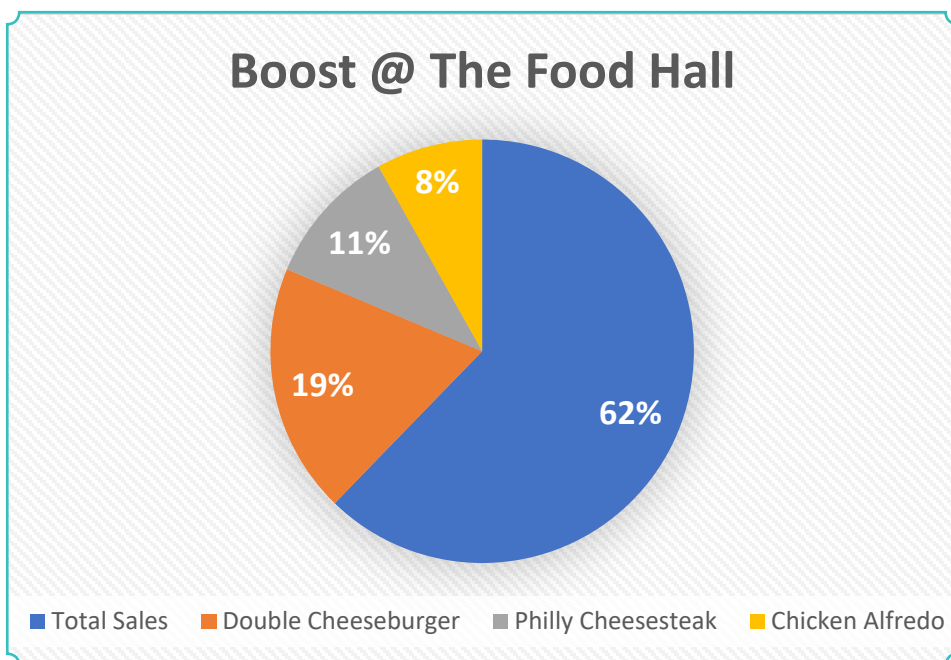
Boost is different here at UofU Dining as we are the first school to successfully integrate the students meal plan into the system. Typically, Boost would only accept debit and credit cards but through the partnership of Compass Digital labs, Dining services can now offer meal plan integration for our students. Making Boost that much more convenient to our students busy schedules.

Boost @ The Food Hall

With the location of The Food Hall, Boost was the perfect answer to many student requests. Student appreciated the convenience of picking up their food as it allowed them to stay on schedule and be able to reach classes on time. Statistically, Boost at The Food Hall did 124% more orders than Urban Bytes and accounted for 43% of orders campus wide.

Top performing items were:

- Double cheeseburger and fries
- Philly cheesesteak and fries
- Chicken alfredo pasta

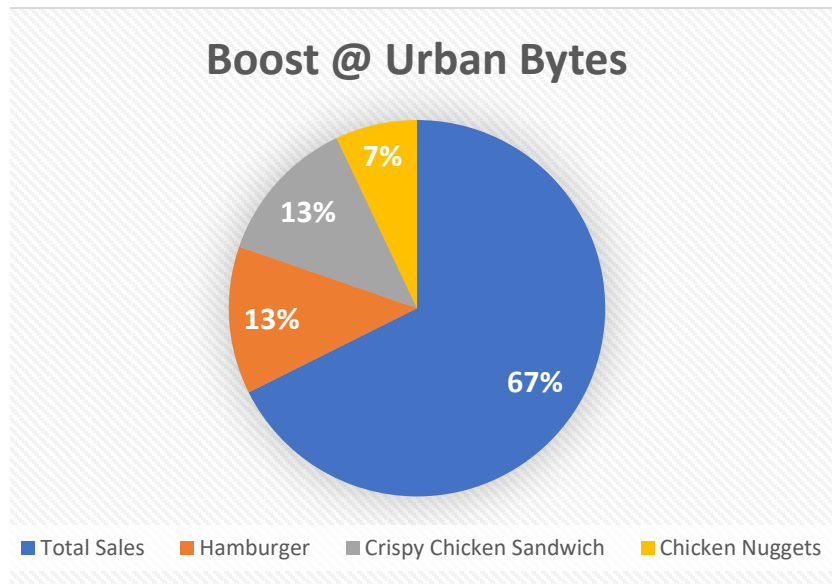


Boost @ Urban Bytes

Urban Bytes saw great success with Boost mobile ordering. While it did not see the volume like The Food Hall did, the implementation of the technology still met a highly requested student need. Statistically, Boost at Urban Bytes accounted for 19% of orders campus wide.

Top performing items were:

- Hamburger w/ fries
- Crispy Chicken Sandwich w/ fries
- Chicken Nuggets w/ fries

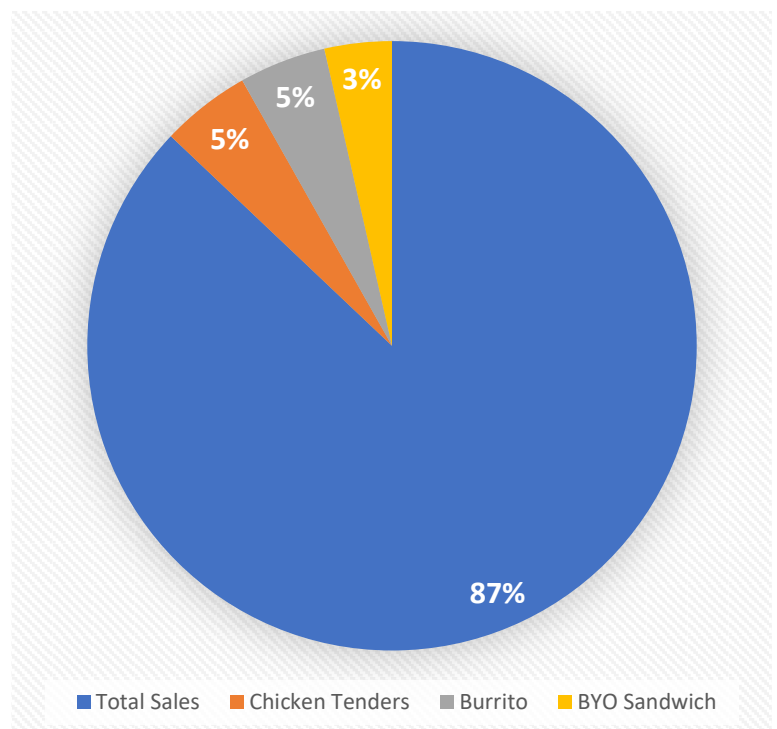


Boost Retail

Since its launch in 2020, Boost has now been integrated into all Dining Services locations on campus. The goal, to make food as accessible as possible no matter where you are on campus. Statistically, Boost retail accounted for 38% of orders campus wide.

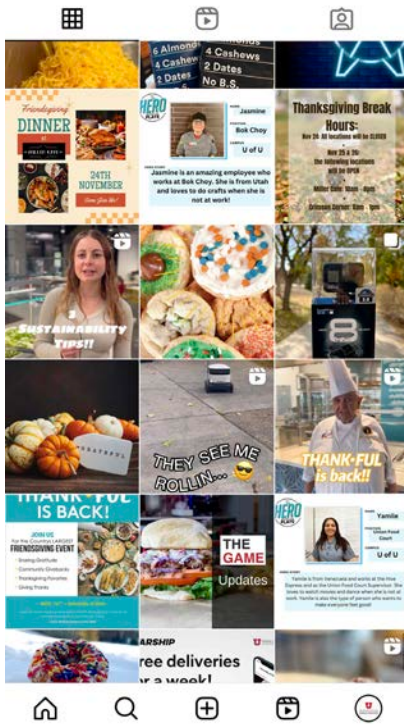
Top performing items were:

- Chicken Tenders w/ fries @ Miller Cafe
- Burrito and drink @ Sono
- Build your own sandwich w/ drink @ Crossroads Bistro



Social Media & Website Engagement

Instagram/Facebook Posts

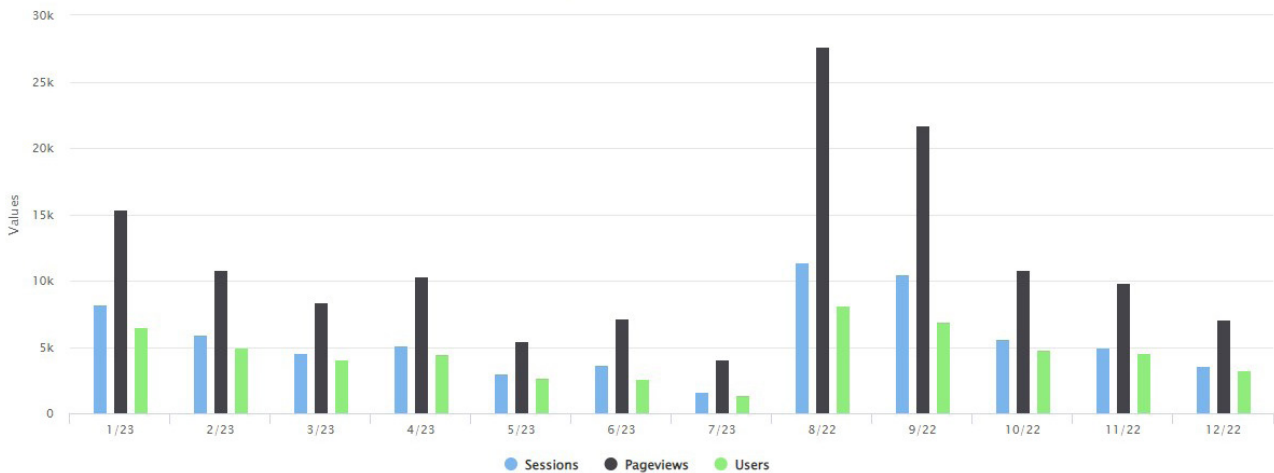


Performance Summary

Performance Summary
View your key profile performance metrics from the reporting period.

<p>Impressions</p> <p>356,237 ▲ 365.5%</p>	<p>Engagements</p> <p>44,043 ▲ 1,470.2%</p>	<p>Post Link Clicks</p> <p>32 ▲ 966.7%</p>
<p>Engagement Rate (per Impression)</p> <p>12.4% ▲ 237.3%</p>		

Website Performance



COMMUNITY

Residential Events - Fall

September 14 - Island BBQ

September 21 - DIY: Arnold Palmers

September 28 - Feel the Heat

October 4 - DIY: Apple Mocktail

October 12 - Seaside Market

October 18 - Love UofU Dining

October 25 - Octoberfest

November 3 - DIY: Cherry Mocktail

November 8 - Stacked with Flavor

November 18 - Friendsgiving

December 1 - Candy Land

December 8 - DIY: Cranberry Mocktail

December 13 - 'Tis the Season



Residential Events - Fall

January 18 - Retro Remix

January 25 - Winter Blues & BBQ

February 1 - DIY: Boba Tea

February 8 - I Heart Brunch

February 15 - Delight-Ful

February 21 - Mardi Gras

February 27 - Love UofU Dining

March 15 - Spice Spice Baby

March 20 - St. Patricks Day

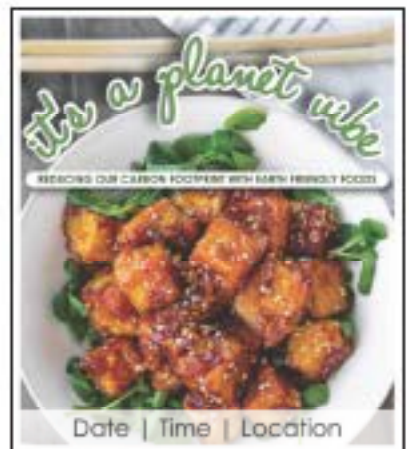
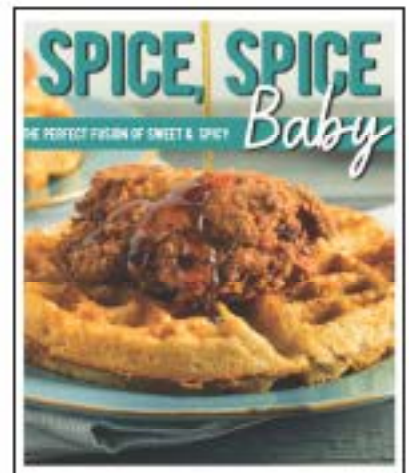
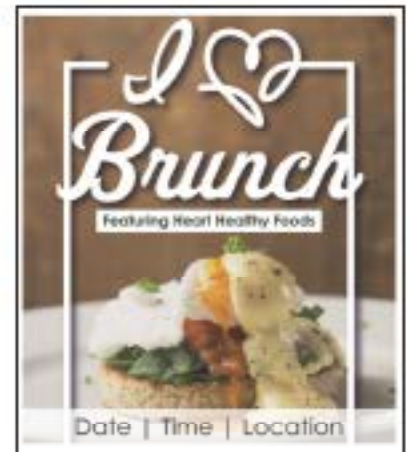
March 28 - DIY: Boba Tea

April 4 - Power-Ful

April 12 - It's a Planet Vibe

April 20 - DIY: Boba Tea

April 26 - Food Stock



Salvation Army Thanksgiving Dinner

Every year, UofU Dining partners with the Salvation Army to put together Thanksgiving meals for the Salt Lake Community. Spearheaded by our very own Chef Peter, this community gathering is supported by Chefs from across the Salt Lake Valley. When all is said and done over 1200 meals are given to the Salvation Army to share with the community. In addition, UofU Dining cooks a special meal for the students who were not able to go home for Thanksgiving and veterans in the community. Together, the team served over 1400 meals on Thanksgiving day. UofU Dining plans to keep this partnership going forward.



UofU Dining Continues U Food News

Multiple Issues of U Food News released in the fall and spring semesters. U Food News focuses on sharing the why behind Dining Services. It featured stories like new technology on campus, the launch of Halal chicken in our dining halls, and ‘the why’ behind the new QR code ordering. Multiple members of the UofU Dining team helped with the creation of U Food News including chefs, district managers, and members of the central support team.

Each issue covers some of the new innovations that the dining facilities across campus are offering. Such as customizable QR ordering systems and new plans for eco-friendly to-go containers. They also feature a “dining by the numbers” section that shows a variety of graphs. Each of these graphs show numbers and statistics in unique and interesting ways. U Food News final section highlights the amazing associates!

The “Associate Spotlight” section gives some background on each associate while also detailing some of their interests and hobbies. The last page is the “kitchen comments” section. For this section, UofU Dining gathers comments submitted through text and emails. The goal of this section is to bring understanding to situations and let readers know what people are saying about dining on campus.

ACCOMPLISHMENTS

Chartwells Weekly Features

Every week, Chartwells Higher Ed features campus stories from across the nation. This year, UofU Dining was featured 8 times sharing their stories with peers, colleagues, and leadership.

Wheel 'O Prizes: October 12th

UofU Dining had a great day celebrating their associates! The team has worked tirelessly to bring a state of the art dining program their students. Everything from picking up extra shifts to helping keep up with dishes in the dish pit. They are truly team players!

For YouFirst Day, the UofU management team created the Wheel O' Prizes. The wheel consists of a selection of prizes that the associates can spin for.

Prizes include:

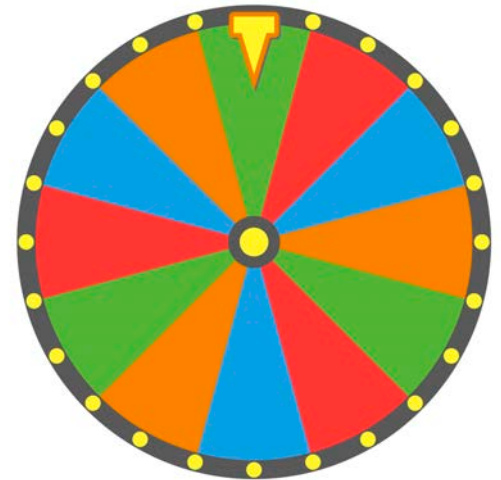
- A 10 point hero card (to be redeemed for other prizes)
- Lunch with Chuck
- Utah t-shirt
- Candy
- Ticket to place into a grand prize bucket (pulled later)
- Pepsi products

In addition, each associate was given a Utah water bottle filled with candy and 1 point hero cards! The team can not be more proud of all the hard work that has been put into the account and are excited to finish the semester strong and end the academic year with a bang!

For the Kids: December 16th

Did you know that there is a large population of food insecure children that rely on school as a means to eat a meal? Many of whom this is the only meal they get that day. It's true. These children do not have the means to eat a proper meal unless they are at school. So when school breaks come along, they are immediately faced with the horrifying question of "what am I going to eat when school is closed?".

For the Kids is a local nonprofit organization that collects food items to give to these children to make sure they have food to eat over the holidays and have proper winter clothing through the cold months. The organization reached out to



UofU Dining late November and without hesitation 16 managers immediately jumped on the opportunity to help. Together, they were able to provide enough food for 19 children to receive 12 days of food and enough clothing to provide each of them with a jacket, hat, gloves, and winter boots.

It was an incredible opportunity to help their community and they look forward to continuing to work with For the Kids in helping ensure these children do not go unfed and stay warm. This was the second consecutive year UofU Dining donated to this wonderful cause.

UofU Dining Celebrates Jacob Gandy!

“It’s been an exciting day for UofU Dining! Jacob is one of our talented chefs at Urban Bytes in Kahlert Village. On Saturday March 20th, Jacob rode off to Colorado Springs, Colorado to participate in his first NACUFS Regional Cooking Competition. Coached by Chef Peter Hodgson and Chef Ken Ohlinger, Jacob spent the past two months preparing and practicing his dish Crepinette of Pork Wrapped in Swiss Chard.

Jacob said, “When I found out the competition was in spring my first thought was to make an earthy and fresh dish. With herbs and mushrooms layered through the dish every bite is fresh. I used lemon juice and wine to cut through some of the earthiness in the flavor. The lardons, polenta and veggies bring texture and contrast to the dish. Finally, I chose a rich, decadent sauce to tie the plate together.”

His practices included adjusting his recipes and trying new ingredients that helped continue to elevate his dish. There were many other gifted chefs in the region competing. They were all hoping to win that same ticket to the National NACUFS Cooking Competition in Baltimore but none of them compared to Jacob’s sharp skills, time management and talent.



After all his hard work and countless practices, we are excited to share that Jacob placed 1st overall at NACUFS Regionals and is headed to the national competition where he will compete against all the nation’s regional winners. We can’t be more proud of everything that he has accomplished and will be standing right beside him rooting him on in July.

Congratulations Jacob!”

Leaders in Culinary | Chef Ken Ohlinger

In the spring semester, Chartwells Higher Ed continued the Bench Leadership program focusing on hiring and training experienced culinarians.

The last individual to go through the Bench Leadership Program was UofU Dinings very own Campus Executive Chef, Ken Ohlinger. Ken has now been with the team for over a year and has been promoted multiple times. He was excited to be on the other side of the program where he could pass on the knowledge he learned when he went through it.

This 14-16 week program provides executive chef leaders from around the country the opportunity to work alongside Chartwells culinary experts in a designation training location. During the program, Executive Chefs in Training (ECITs) focus on multi-unit kitchen operations and maintaining a safe and sanitary work environment.

These chefs follow a detailed training regimen that focuses on culinary, financials, marketing, client partnerships, leadership skills, mentorship, and much more. This years Chef is Luis Panqueva.

Luis Carlos Panqueva is originally from Colombia. He left his country at a young age to study Culinary Arts in Buenos Aires, Argentina.

Thanks to his previous job experiences in the last decade, he had the chance to travel the world & meet amazing chefs & colleagues.

He loves working on his passion, striving to discover & master new types of cuisines!

Regarding his career, he has been working as a Private Chef, Teacher, Seaman, Consultant & Head chef living in 6 different countries around the world.

He considers himself a people's person with positive outlook towards career and life, passionate about all styles of cuisine, especially fine dining experiences, organic produce, & wine.



Chef Peter Hodgson Wins Chef Educator of the Year Award

Chef Peter Hodgson got his start at the age of fifteen when he left school in Australia and took an apprenticeship as a chef so that he would be able to take care of his family. For the next 12 years, he traveled to many different countries, working his way up.

Chef Peter eventually ended up back where he started at the Canberra Rex Hotel as the Executive Chef. He was 27 years of age at the time. Chef Peter continued to further his career and moved to the United States, working for different companies and programs.

This leads to today, where Chef Peter has been working as the Campus Executive Chef for Chartwells Dining Services at the University of Utah. Chef Peter loves his job and loves teaching others. This passion he has for cooking he credits to his mother. He also helps with a program called ProStart, which works with high school culinary students to start their professional careers as chefs.



On March 25th Chef Peter was recognized as the chef educator of the year by the ACF Beehive Chefs Association. This award is given annually to the individual that has enhanced the culinary knowledge, skills, and expertise of aspiring culinarians and gives back. Chef Peter was touched as he talked about this award.

He described it many times as very special. To him, it means more than just a plaque you can put on the wall-- it also symbolizes a great accomplishment. He says, "The things I've had... well, I've always tried to give back and teach and be a mentor. I think I have the power to pass my knowledge on to the next generation. In the true sense, I am not really an educator but between ProStart and all my jobs, I believe I'm a good teacher. I want to inspire people to learn."

Chef Peter always remembers his start at 15. He says, "You must always remember where you came from." This ability to remember where he came from is what makes him great. Peter Hodgson is not just a great chef but also a great mentor and leader. Thank you, Chef Peter, and Congratulations!

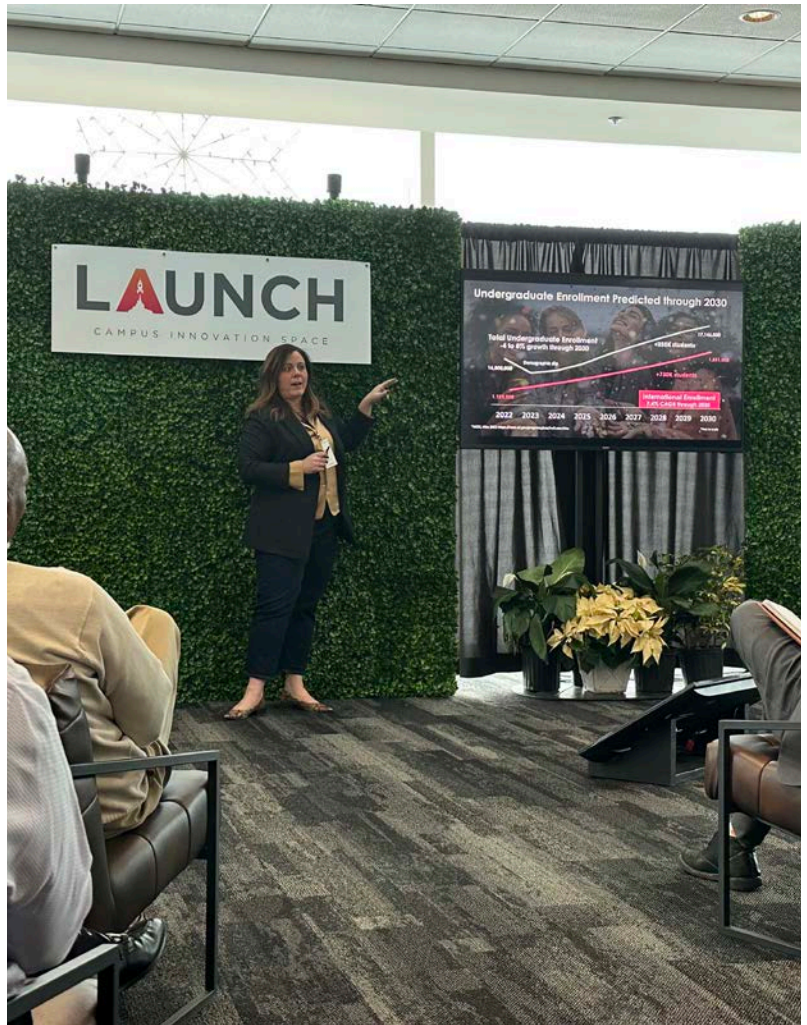
UofU Dining Selected for Launch

During the Summer of 2022, Chartwells Higher Ed created a plan for who would host its annual Launch Event.

The Launch brings clients from other chartwells accounts that are located all over the country. This year, UofU Dining was selected to host this important event.

The Launch allows Chartwells Higher Ed to give a sneak peak into what is in the works for all current dining programs and gives clients the opportunity to bring up things they want going forward.

UofU Dining Services was a honored to be recognized by Chartwells Higher Ed and our leader and CEO.



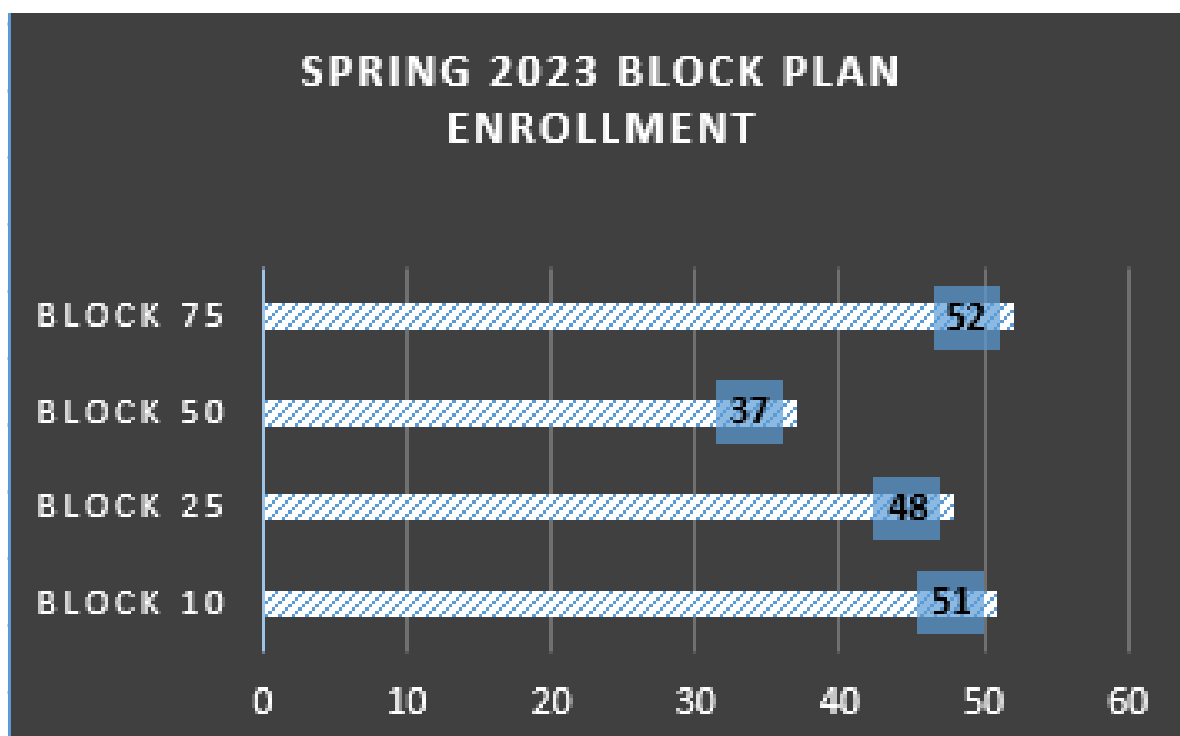
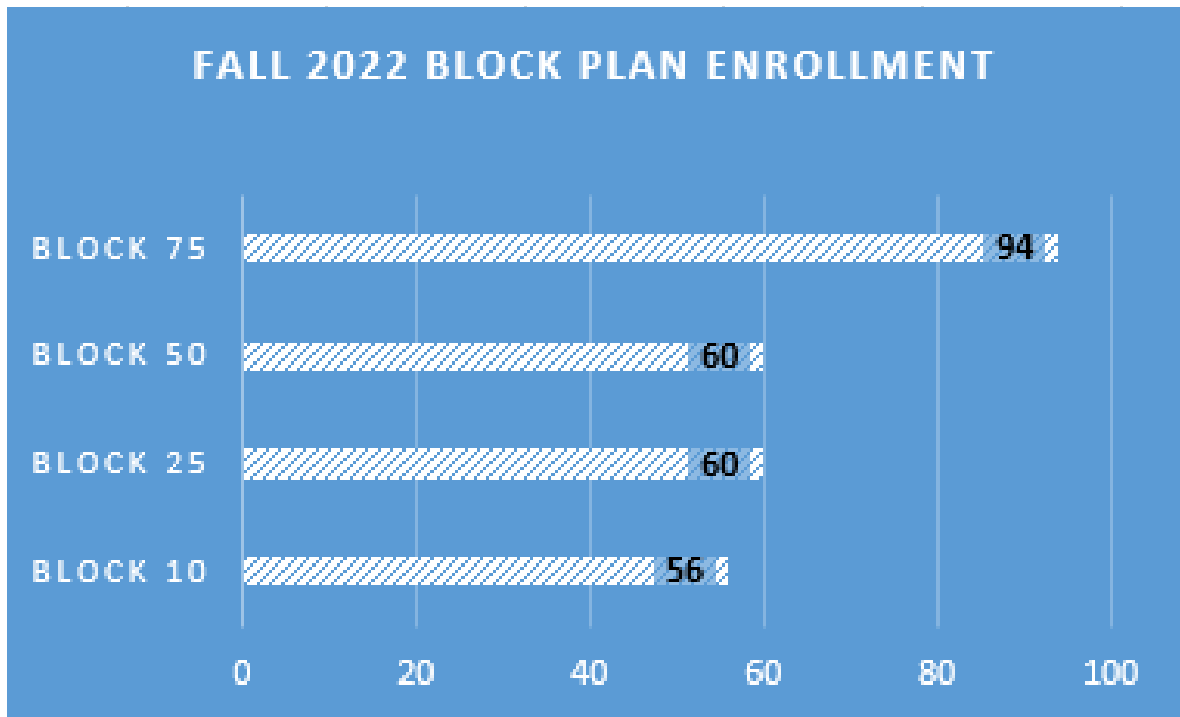
FINANCIALS

Commuter Meal plan enrollment information FY 2021-2022

UofU Dining offers 3 different options for Commuter meal plans. Waiting list meal plans and subscription meal plans were introduced in fall 2021. All of our Commuter meal plans have been a success story in the FY 2022-2023.

Below is the breakdown of the enrollment numbers for individual meal plans.

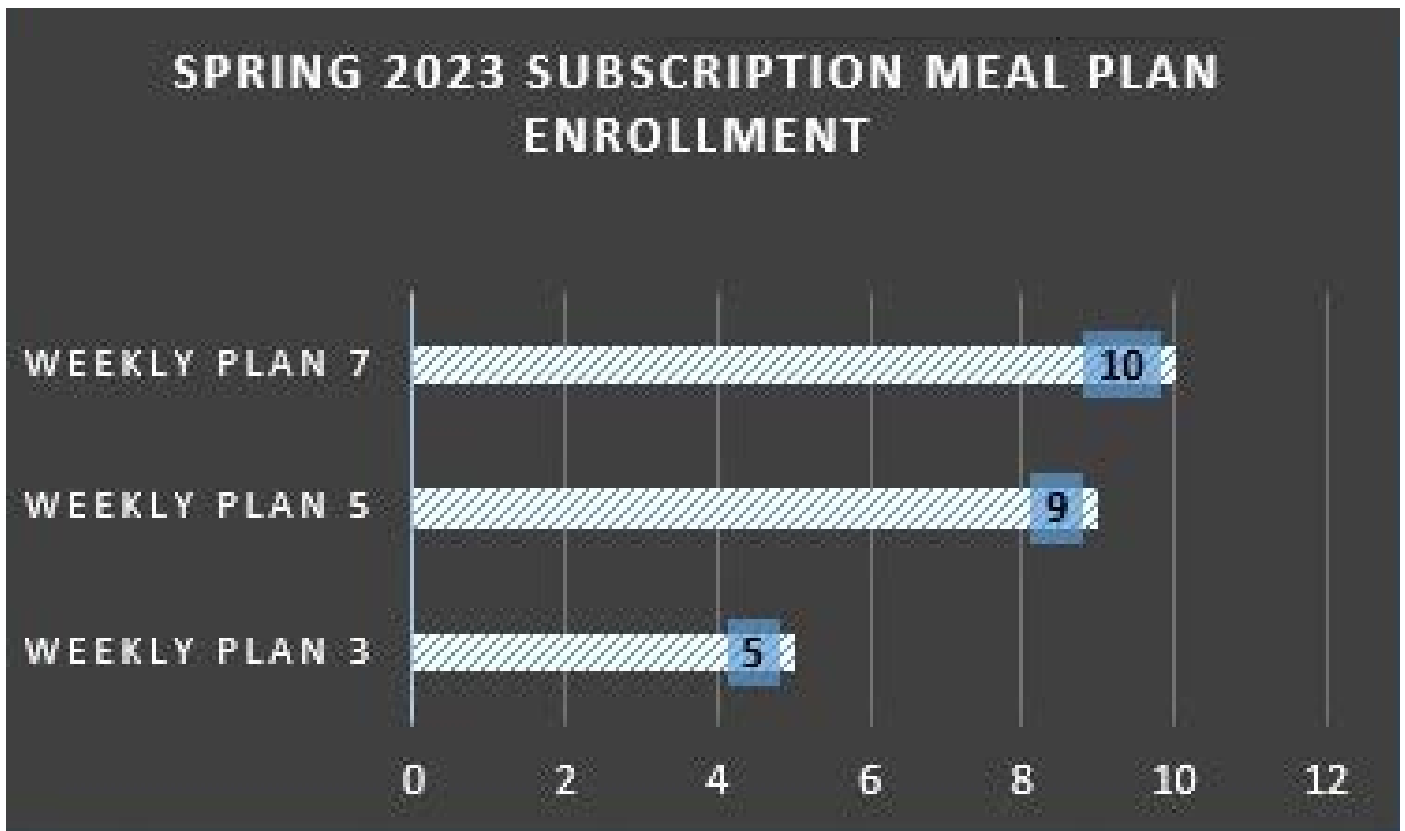
Block Plans:



Waitlist Meal Plans:



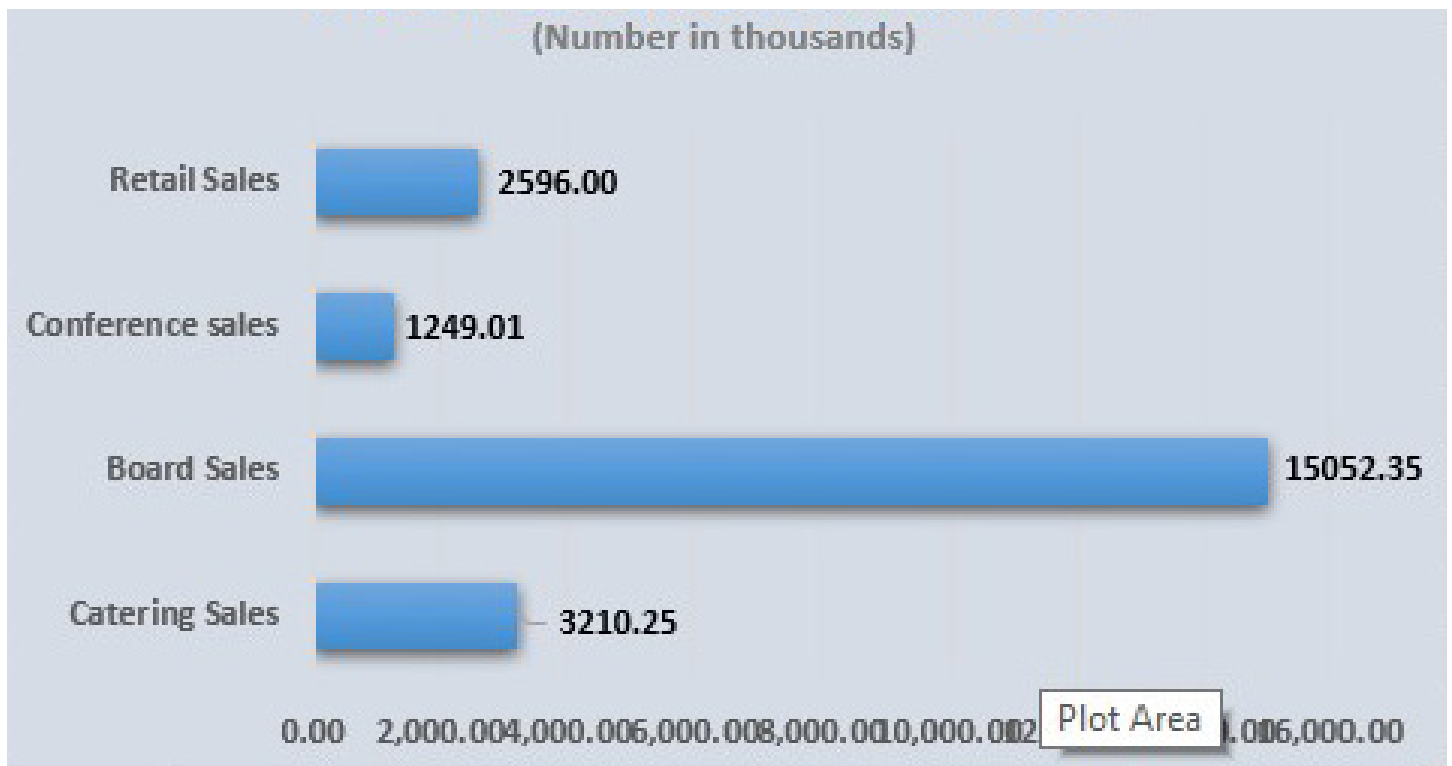
Subscription Meal Plans:



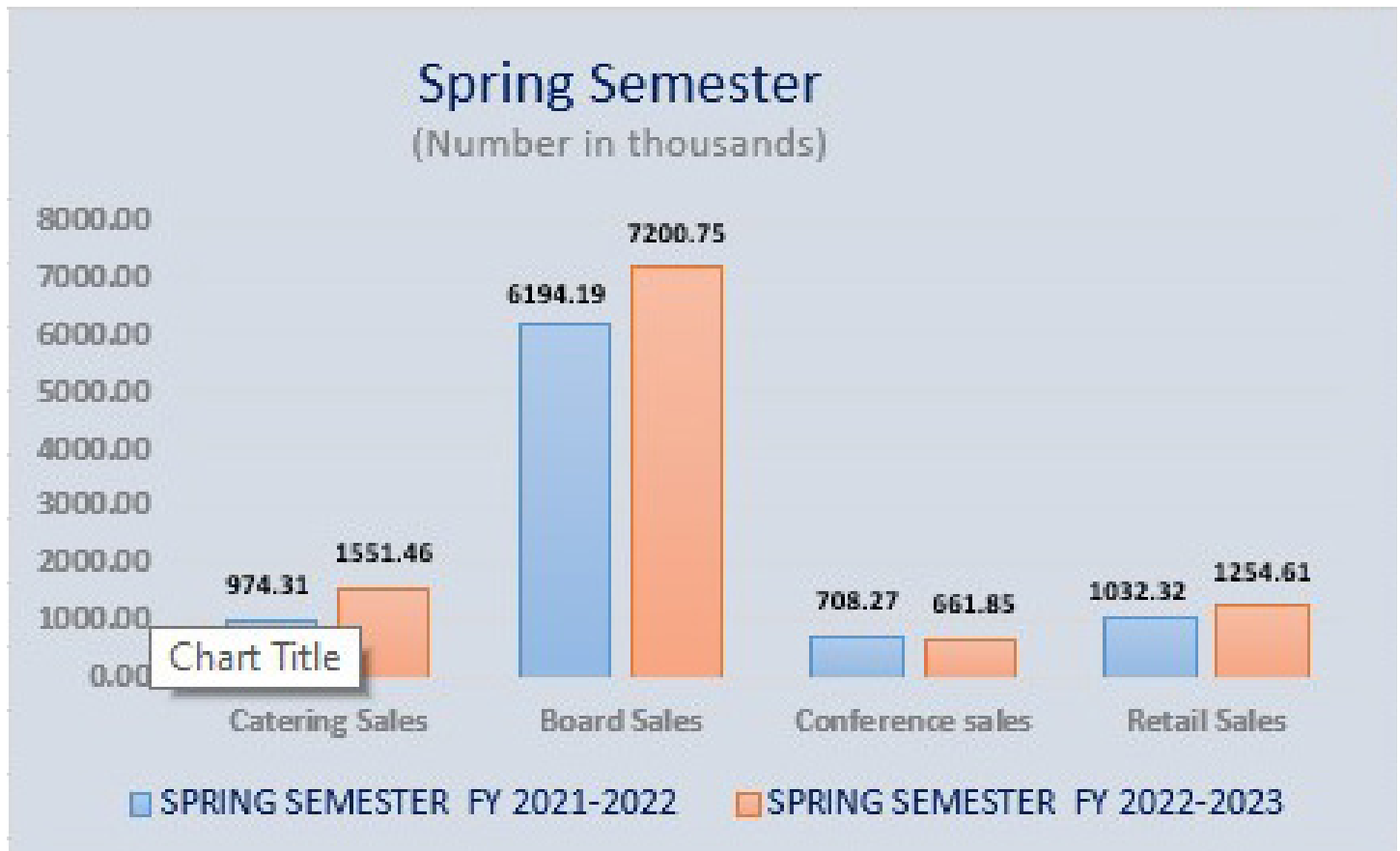
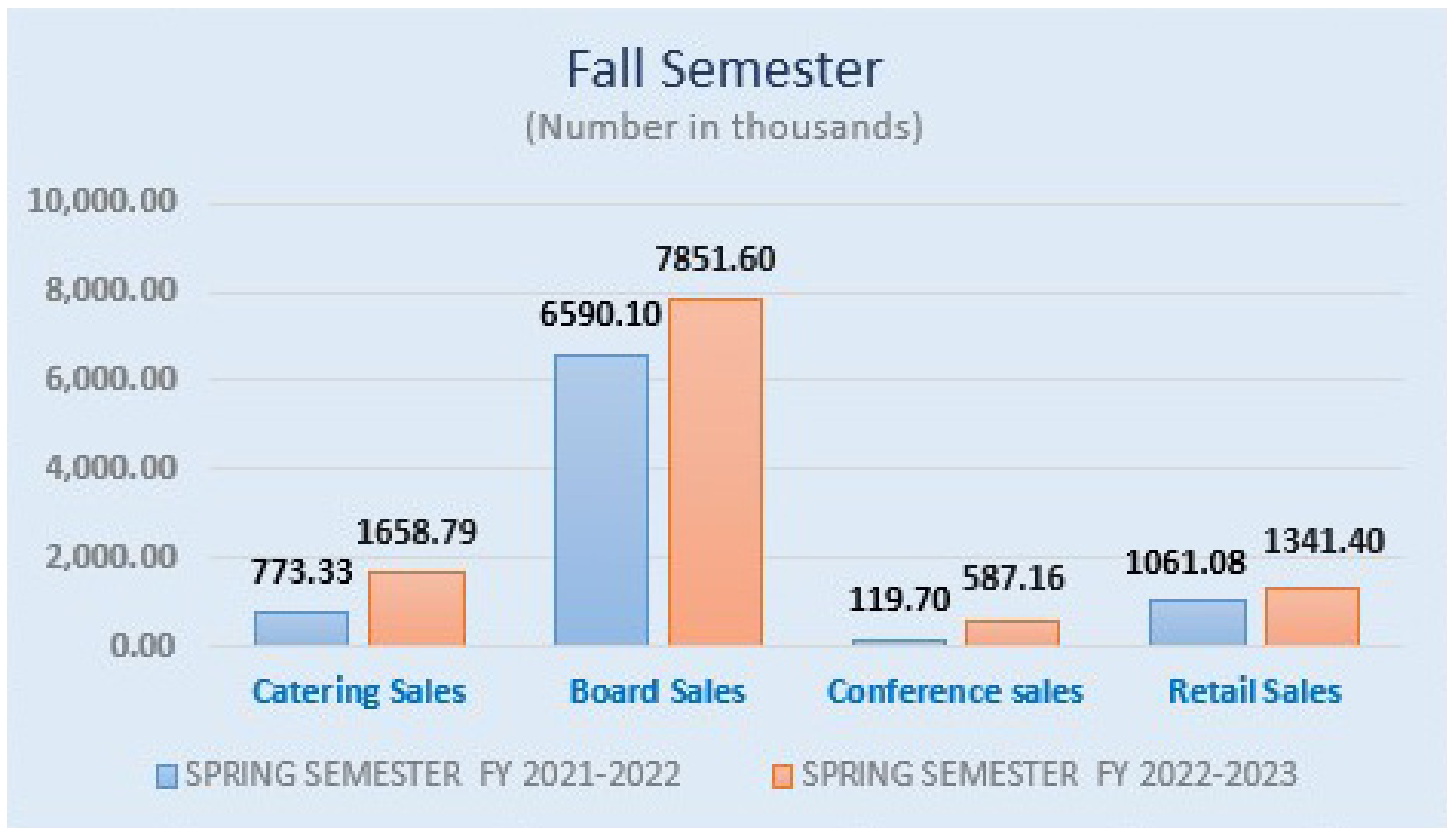
Revenue Information FY 2022-2023

Dining services generated \$22.12 million in FY 2022-2023. Revenue grew by a little over 26% compared to last year. Dining Services revenue in FY 2021-2022 was \$17.45 million.

FY 2022-2023 revenue breakdown by revenue streams



YoY revenue comparison for fall and spring semester



YoY revenue streams growth rate

