

CAMPUS DINING & SHOPS

Welcome to Award-Winning Dining

Dining is an integral part of campus life, and here at UB, we have created a living and learning atmosphere where experiences will last a lifetime.

Supporting the UB Community

As an auxiliary operation, Campus Dining & Shops is committed to providing quality products and services at competitive prices while maintaining a solid financial footing.

Partnerships, collaborations, and an entrepreneurial approach yield a portfolio of programs and services which are rated top in their respective fields.

CROSSROADS CULINARY CENTER

Welcome to Award Winning Dining

Crossroads Culinary Center (C3), which opened in October 2012 and is UB's newest residential dining center, symbolizes the latest trends in dining to exceed student expectations.

The nearly \$13 million, 650-seat C3 is an expansion and renovation of a 1970s era dining center in UB's largest residential complex.



RESIDENTIAL DINING

Goodyear Dining Center

Six action cooking stations along with touch-screen ordering and an inviting entrance way highlight the almost \$300,000 renovation that took place this past year.

RESIDENTIAL DINING

Governors Dining Center

Positive comments from both students and staff regarding the complete redesign and menu changes.

SUCCESS AND GROWTH

Building a First-Class Dining Program

UB has the #1 ranked Dining Services of all SUNY University Centers



Six Years Gross Sales

Before and after Investment Analysis

SUCCESS AND GROWTH

Year Ending	Sales	\$ Increase	% Increase
5/31/2009	\$21,734,276.00		
5/31/2010	\$23,103,746.00	\$1,369,470.00	6.30%
5/31/2011	\$24,979,521.00	\$1,875,775.00	8.12%
5/31/2012	\$27,186,970.00	\$2,207,449.00	8.84%
5/31/2013	\$29,053,028.00	\$1,866,058.00	6.86%
5/31/2014	\$32,398,221.00	\$3,345,193.00	11.51%
5/31/2015 (*)	\$35,660,100.00	\$3,261,879.00	10.07%

(*) Estimate





SUCCESS AND GROWTH

Our dining program stays at the leading edge of national trends.

Over the past five years, Meal Plan participation has increased by 20% along with a 65% increase in overall revenue.

National Benchmark Results

2014 National Association of College and University Food Services Survey

	<u>UB</u>	<u>National</u>		<u>UB</u>	<u>National</u>
Food: Overall	4.05	3.88	Service: Overall	4.19	4.18
Taste	4.06	3.84	Hours	3.89	3.84
Eye Appeal	4.01	3.81	Helpful Staff	4.22	4.21
Freshness	3.97	3.73	Friendly Staff	4.27	4.25
Nutritional Content	3.76	3.53	Cleanliness	4.24	4.21
Value	3.62	3.48	Seating	4.06	3.96
Menu Availability	4.16	3.99	Enviro. Friendly Food	4.10	4.03
Menu Variety	3.92	3.66	Social/Ethical Food	4.10	4.04

Mystery Shopper Program

Start Timestamp	Stop Timestamp	Modified Timestamp	Completed	Location	Shopper
2014-12-07 03:02:24 GMT-4	2014-12-07 03:10:10 GMT-4		✓	Crossroads Culinary Center	CB

Question	Response	96.2%
OVERALL (Section Heading)		90%
Overall, how enjoyable was your experience? (Multiple Choice (Scoring) Question)	Good	90% (45/50)
When did you visit the dining hall? (Date and Time Question)	2014-12-04 20:00:00	
Please provide details (Open Text Question)	Specialty food selection (having the PB&J theme) was good.	
SERVICE (Section Heading)		97.5%
Rate the overall customer service in the Dining Hall (Multiple Choice (Scoring) Question)	Good	90% (45/50)
Rate the Staff on neat and clean appearance (Multiple Choice (Scoring) Question)	Excellent	100% (50/50)
Was the staff friendly & smiling during your visit? (Multiple Choice (Scoring) Question)	Yes	100% (20/20)
Rate the Staff on professionalism and courteousness (Multiple Choice (Scoring) Question)	Good	90% (45/50)
Was the staff helpful in pointing out all the food options offered at the station? (Multiple Choice (Scoring) Question)	Yes	100% (20/20)
Rate the Staff's response to your request (Multiple Choice (Scoring) Question)	Excellent	100% (50/50)

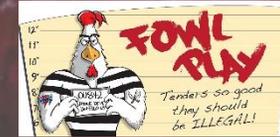
Fast Facts

Business Operations

- 35 retail operations across 3 Campuses
- 3 Residential Dining Centers
- 3 Convenient Stores
- 1 Retail Apparel Store
- 22,000 meals served per day

CAMPUS DINING AND SHOPS

Dining Operations



CAMPUS DINING AND SHOPS

Additional Services



CAMPUS DINING AND SHOPS

Largest Single Employer On Campus

1,426 Employees
- over 1,000 Students

Total Payroll - \$12,484,113

CAMPUS DINING AND SHOPS

Contributions to UB

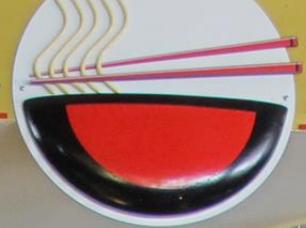
Campus Dining & Shops				Projection
Campus Support Payments	2012-13	2013-14	2014-15	2015-16
Rent + Utilities	\$531,612	\$531,612	\$531,612	\$531,612
UB Adm. Labor Reimbursement	\$12,000	\$12,000	\$12,000	\$12,000
UB Environmental Health Support	\$12,000	\$12,000	\$12,000	\$12,000
UB General Support	\$1,786,752	\$1,981,127	\$2,151,245	\$2,213,913
Student Affairs General Support	\$403,000	\$378,000	\$378,000	\$378,000
Student Affairs Staff Support	\$113,000	\$113,000	\$113,000	\$113,000
Additional Sustainability Support	\$25,000	\$0	\$0	\$0
Beverage Marketing Funds	\$300,000	\$300,000	\$300,000	\$300,000
RA Meal Plans	\$99,150	\$114,400	\$120,000	\$125,000
Residence Hall programming	\$9,950	\$10,000	\$10,000	\$10,000
Commissions to Athletics	\$80,541	\$95,652	\$100,000	\$105,000
Sub Board programming	\$52,502	\$56,746	\$50,000	\$50,000
Subtotal	\$3,425,506	\$3,604,537	\$3,777,857	\$3,850,525

EATING WELL

Staff Training & Resources

- Training incorporated in new-hire process; increased awareness at all units
- New Food Service Suite - Website Nutrition
- Show/Display Cooking - very little back-of-house cooking
- Grab & Go product offerings ever expanding

Global Noodle



CAMPUS DINING AND SHOPS

An Outstanding Culinary Team



CUSTOMER ENGAGEMENT

Customer Contributions

- Focus Groups
- Taste Panels
- Student Advisory Board
- Faculty Student Association Board
- Surveys

CUSTOMER ENGAGEMENT

Faculty & Staff - FlexiBull Bucks

- Accessible only with your UB Card
- Purchase food, supplies, and gifts at numerous locations both on and off campus
- Use your account at any UB Campus Dining & Shops location for food and/or beverage purchases - receive a discount – it's like getting your meal tax-free!



WHAT'S TRENDING / CUTTING EDGE

Big Blue - UB's Acclaimed Food Truck

Herd at the Curb

Big Blue offers unique culinary creations not found anywhere else on campus.

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WHAT'S TRENDING / CUTTING EDGE

UB Snackin' - Self-op Vending

- Expanded product mix
- Mobile ID
- Exploring International offerings

A photograph of three young women, likely students, smiling and working with compost. They are gathered around a wheelbarrow filled with dark brown soil. The woman on the left is wearing a grey hoodie with 'Kate' and 'TRUMANSBURG TRACK & FIELD' printed on it. The woman in the middle is wearing a white t-shirt with the University at Buffalo logo and 'Est. 1846'. The woman on the right is wearing a white t-shirt with the University at Buffalo logo and '1846' printed on it, and is holding a wooden-handled shovel. The background shows a brick building and a paved area.

INNOVATIVE EDUCATIONAL PROGRAMS

Composting Food Waste From Garbage to Gardens

We produce a soil amendment from all composted kitchen and post-consumer food scraps that is used in landscaping across UB and in community gardens throughout Western New York.

SUSTAINABILITY EFFORTS

Over \$3.9 million in local food purchases

- Building relationships with growers, food artisans, and food manufacturers right here in New York State
- Outreach and education on the importance of buying local
- Award winning program



SUSTAINABILITY EFFORTS

Driving Smart Driving Green

Locally emission-free, Watts of Deliveries is our next generation of food delivery vehicles.



WHAT'S TRENDING / CUTTING EDGE

Perk's Renovation - Starbucks Capen Library Cafe - Starbucks

- Expanded product offerings to include:
Starbucks Coffee (hot & iced)
Starbucks Espresso (hot & iced)
Frappuccino



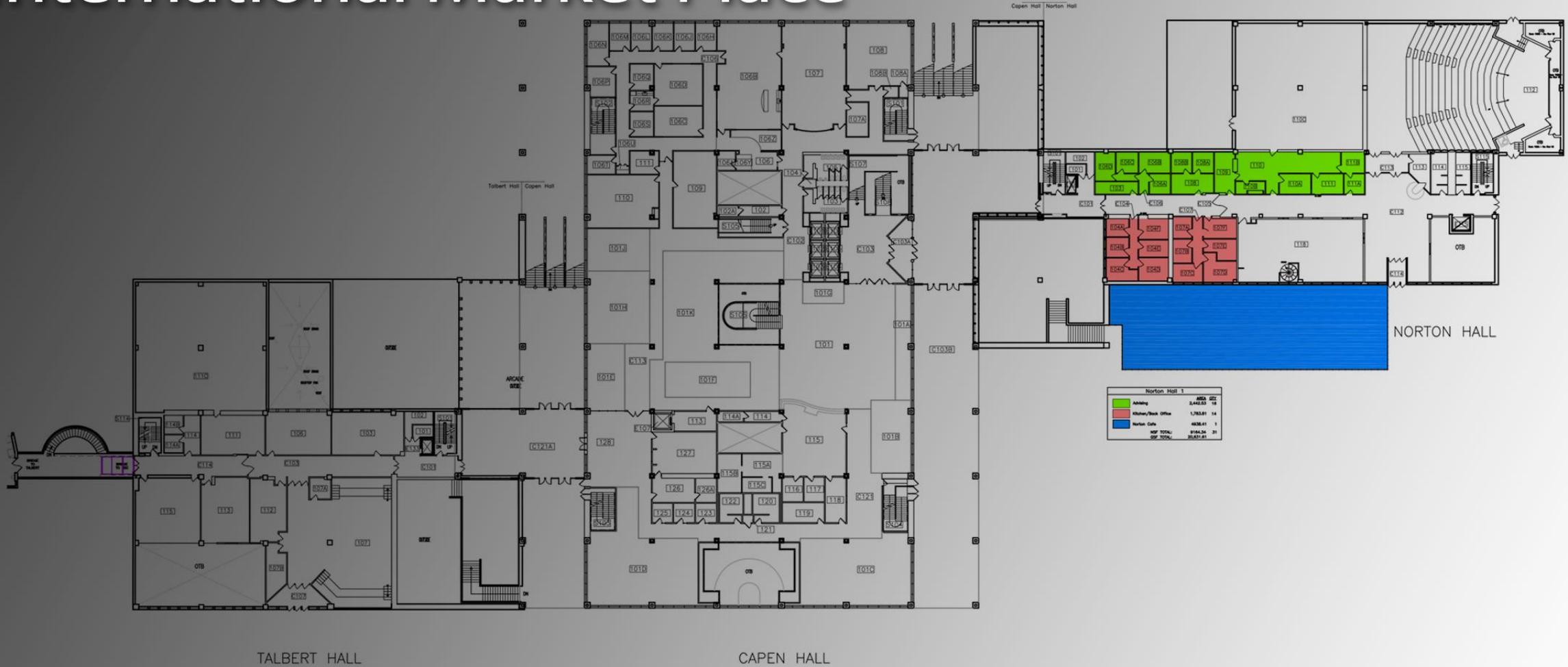
WHAT'S TRENDING / CUTTING EDGE

Perk's Renovation - Starbucks



WHAT'S TRENDING / CUTTING EDGE

International Market Place



THANK YOU

Food For Thought

"One cannot think well, love well, sleep well, if one has not dined well." - Virginia Woolf



Making a difference,
one plate at a time.

CAMPUS
dining & shops