



MEMORANDUM

To: University Community

From: Dr. Kenneth A. Jessell,
Senior Vice President for Finance and Administration and CFO

Subject: FIU Dining Services Contract

Date: August 1, 2018

The Division of Finance and Administration is pleased to announce that, at the conclusion of a competitive solicitation process, Florida International University has awarded a dining services contract to Chartwells Higher Education to operate as FIU's food service provider for the next 10 years, effective Saturday, August 4, 2018.

As a part of this new contract, FIU will bring new dining options to both MMC and BBC and will roll out a dynamic, modern transformation of many of our spaces.

New Dining Options - MMC

Chartwells will bring both Panera Bread Co. and Chipotle to the MMC Graham Center. The Graham Center Atrium will transform into "Taste of Miami," and feature local brands such as Pincho Factory, Sergio's and Café Bustelo.

Additionally, the Chili's space will be upgraded and the FIU community will get to share their opinions on which dining option they would like to see there. Choices include Chipotle, American Tap Room, Lime Fresh and Burger 21. The Fresh Food Co. will be transformed into The Food Hall at Graham Center, offering new concepts, an all you care to eat program and a new look. The GC dining area will also include unique areas, such as the Experience Zone, featuring plush seating, a collection of games and a Rockbot digital jukebox app.

To better serve the vibrant FIU housing community at MMC, Chartwells will introduce new state-of-the-art dining in student housing, which will offer at least four different concepts, as well as a convenience store. This facility will serve food late into the night.

New Dining Options - BBC

BBC also will enjoy greater variety. The food court will be refreshed with three new concepts, including The Egg Shoppe, which will serve breakfast all day, Burger 305 and Wolfe Street Subs. A new pizza concept is being explored for future addition.

Chick-fil-A, a long-requested brand at BBC, will arrive as a food truck. It will be the first fully outfitted Chick-fil-A truck on any college campus in the country.

Expanded options, food delivery app and meal plans

Both campuses will have additional outdoor dining options. Chartwells will introduce a PODular Eats Program, customized with a tiny house retail concept, offering a variety of choices, including BBQ and pho bowls. Celebrity chef José Andrés will bring a food truck concept. To better service the FIU community, new dining carts and food bikes will be activated around the campuses.

Students will have access to late-night food delivery on campus. Using an app, students can order and track their food from preparation to delivery via bike.

Chartwells locations will accept the use of mobile wallets, which accept cashless payments via Apple Pay, Samsung Pay and Google Pay. There will be food lockers, tabletop tablet ordering and even robot delivery. Students will experience surprise pop-ups, free-to-student events, constant menu innovation, new events every semester and real-time student-voted menus – all supported by cutting-edge social and digital platforms. Students and our community will experience an evolution with this new contract.

Students will be able to enjoy these concepts through multiple flexible meal plan offerings at lower prices.

Athletic concessions and game day dining

Chartwells will operate athletic concessions and provide in-suite catering, enhancing the dining experience at games. The Chick-fil-A truck will also be present at MMC on game days for football, basketball, baseball and other sporting events.

Current dining employees and career opportunities for students

Chartwells is committed to offering employment to all existing food service managers, at either FIU or other Chartwells locations, and all hourly employees, after completing required background checks.

Chartwells also has committed to offering positions to up to 200 FIU graduates per year, as well as providing paid internship opportunities and contributing as much as \$1.5

million to first generation scholarships over the course of the contract. FIU students will have access to Compass Groups internal portal, which lists all available positions within the company.

Transition Period

There will be limited hours and venues opened as our new partner prepares for opening all of the facilities. We thank you for your patience as the university prepares for the first day of the fall semester.

Please note that all departmental catering credits for the 2018-19 fiscal year will be honored by Chartwells for events beginning on Monday, August 6. All previously prepaid meal plans, employee dining dollars and departmental prepared meal vouchers and coupons also will be honored.

We look forward to this exciting, new partnership with Chartwells. If you have any questions, please contact Associate Vice President for Business and Finance Aime Martinez at amartin@fiu.edu.