

**IUPUI Customer Forum
FACULTY & STAFF
March 10, 2009**

Facilitators: Tom Cappucci, Stacy Blanton

Campus Departments and Offices represented:

Seven people responded that they would attend.
International Affairs – Jill Jean Baptiste
Law School – Kathy Jensen
Radiology – Linda Cox

Stacy Blanton

- Welcome and Introductions
- Spring Break Hours of Operation
- Summer Hours of Operation
- St. Patrick's Day Event on March 12
- Caribou II in Research III opening mid-April
- New items available weekly: BBQ Brisket at Spotz, Catfish Sandwich at Spotz, Ultimate Nachos at Rio

GENERAL COMMENTS

I am just tickled about that Potato Bar – you can get any topping you want! Could I order that through catering?

Participant numbers triple for Summer II for health and clinical classes. (Saturdays?) Contact Marti Reeser for more info.

I noticed on the Baker Group report that they commented on the “look” of the foodcourt. Just wanted to say that I know that it's not Chartwells fault for how it was designed! I agree with needing a warmer feeling when I go there.

Please explain the demographic area for the Exclusivity Clause. Even though we aren't technically located in that area, can we still order from FourCourse Catering?

We got a catered lunch last week, it was very good and again yesterday from the upscale menu and it was very good. Then for the Women's Health Fair, we got bad bread and stale chips. I was very disappointed because everything was going so well.

Smashed Apple Pie was so good!

Cookies, Brownies and Dessert Bars are cut into very large pieces. I want more than one but they are always too big. Reevaluate the portion size on those. Consider bite size.

We had a luncheon (already address with Deana) and I got a little nervous about the set-up because it ran a little late.

We always have so much left over – portions with Chartwells food are always big!

Jack Daniel's chicken and a beef entrée – very small portions, it was perfect! I got to taste a little bit of everything.

I host a seminar of about 25 women every semester and the only comments we get back from them are about the food. It's important to have the illusion of a lot of food. We understand this. We've taken unopened food to the shelter. Always happy to get it.

Servers were very good yesterday.

Josh is visible in the food court - always in front. And Allie is very visible in catering.

Get the cash registers open at lunch time. Even if you have a short wait times at concepts, it's always longer at registers

Really concerned about opening August 24 for Fall Semester. You should re-open a week earlier. There is a lot of buzz in the building.

There is nothing around the apartments for the kids to eat or a Laundromat. Use the old Dept. of Health building for a strip mall. The Corner (in apts.) is very inexpensive, but it's all they have on that side of campus.

Rio Frontera has very large portions but I always eat it all.