



Stop Letting The Food Service Contractors Eat Your Lunch

Take the Industry's First Contract Fitness Test

Evaluating your food service contractor can be difficult, particularly when there are so many factors they control that will make your dining program successful or not. It's not uncommon for food contractors to point the finger back at the school when things are not running smoothly. Yet, there are some indicators or symptoms that can help spot if there are necessary improvements.

Answer the following questions YES/NO:

1. Do your administrators prefer off campus caterers vs. your food service contractor? YES/NO
2. Are resident students complaining about mandatory meal plans? YES/NO
3. Are resident students moving to locations on or off campus that do not have a mandatory meal plan requirement? YES/NO
4. Are non-resident students with kitchens not interested in purchasing full voluntarily meal plans? YES/NO
5. Are students asking for more "flexible dollars" to spend in "retail" locations on campus? YES/NO
6. Are students expressing a strong desire to use their meal plan money in venues off campus, especially late night and/or weekends? YES/NO
7. Are you being invoiced by your Food Service Contractor for expenses you were not expecting? YES/NO
8. Is student participation in on campus residential dining venues dropping? YES/NO
9. Are you concerned that if you independently audit your dining program and food service contractor it will offend your food service contractor. YES/NO
10. Does your Food Service Contractor shift the responsibility of successfully managing your dining program, customer service and its financial performance to you? YES/NO
11. Do you find yourself in the position of attempting to manage/train the food service contractor's on-site general manager?
12. Is your food service provider leading you to believe that there should be shorter hours and more a la carte or convenience store type items on your menus? YES/NO
13. Do you often wonder if a self-operated dining program is a better option for your school? YES/NO
14. Are you regularly confronted by your foodservice contractor telling you they are losing money and need to curtail operations (e.g. hours, locations, offerings, etc.)? YES/NO

How many questions did you answer YES?



Just 1 or 2? That's not a reason to lose sleep, but it might be time to schedule a meeting to make some necessary improvements.

More than 2? It might take more than a meeting with your food service contractor.

The first step is to understand where other universities rank in each key category of a food service contract. This will help you know what is possible and where your food service contractor is falling below par.

Having worked with more than 300 universities and re-negotiated countless food service contracts, Porter Khouw knows the numbers. If there is room to improve your food service contract, take the first step by connecting with Josh Lazarus to review the list of food service key metrics. You can schedule a phone call with Josh by emailing him at JLazarus@porterkhouwconsulting.com or by calling 410-451-3617.

P.S. If you're happy with your food service contractor, but you want to know the questions to ask to improve in just a couple areas, we're happy to help. Call Josh for a free 30 minute consultation.