



chartwells   
serving up happy & healthy



# Action Plan

## CHANGE IN ORANGE DINING LEADERSHIP

Chartwells has made a change in the  
Director of Dining Position for Orange Public Schools

## STUDENT SATISFACTION SURVEYS

Chartwells has surveyed all students (grades 8-12) and Parents (grades PK-7)  
to gather current satisfaction and to build an improvement plan  
that addresses all areas of concern or improvement

Students and Parents will be surveyed again in December,  
February, and May to track month over month improvement



# Action Plan

## PRINCIPAL SURVEYS

All Schools Principals will be surveyed in September and Again in May to receive valuable feedback and improvement

## ENHANCED MARKETING PROGRAMS IN ALL SCHOOLS

Chartwells will implement Global Eats and Discovery Kitchen in all Schools, Mood Boost in all Elementary Schools, and Student Choice in all Secondary Schools.



Student Choice provides the students the Opportunity to vote on what they want on the menu.



# Action Plan

## INTRODUCTION OF CHATBACK

Chatback is an instant feedback tool that allows secondary school students the ability to text comments (good and bad) for immediate attention

## CULINARY MASTER CLASS TRAINING

All Production Associates (cooks) will receive hands-on culinary training conducted by Chartwells Regional Chefs to assure recipe compliance, preparation, and presentation



# Action Plan

## IMPROVED RETAIL

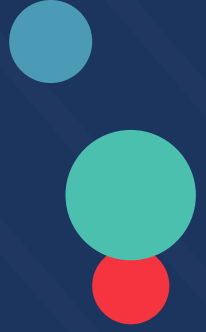
Chartwells is bringing in the Regional Marketing Director to improve retail, signage, and presentation.

All Marketing standards will be met with enhanced menu selection.



## INCREASE PARTICIPANTS IN THE YOUTH ADVISORY COUNCIL (YAC) MEETINGS

Students, Parents, Faculty, and Orange Administration in Addition to the Chartwells Leadership will take part in the Youth Advisory Council Meetings to receive additional feedback and recommendations



Thank you!

