

Capture



delicious A
fresh meal W
dirty salad h S
environment e O
sanitation a M
fruits cold t L
Bad y C
hot portion L
display E
Sandwich food N

Entrée reality
insights program
old school L Breakfast
experience U menu
good s N nutrition
service t C server
veggies a H speed
quality f facilities
appetizing f ugly
serving area lines
new



**Welcome &
thanks for being a part of this!**

Group Protocols:

- 1) You have all of lunch time to take pictures of anything you see.
- 2) The overall goal is to narrow down all the pictures you take to five pictures.
- 3) Of these five pictures, one should focus on what we do well, the other four should focus on what we can improve.
- 4) Tomorrow we will discuss why you took the photos and how we can make your experience better.

Capture (d)

Team 3

Jersey and Harland



What we've done well



Opportunity for improvement



Opportunity for improvement



Opportunity for improvement



Opportunity for improvement

Capture 

Team 1

Bella and Elli



What we've done well



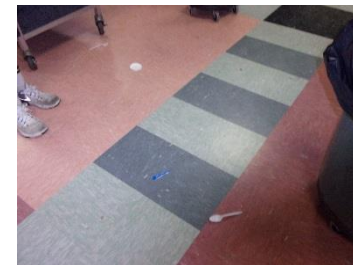
Opportunity for improvement



Opportunity for improvement



Opportunity for improvement



Opportunity for improvement



**Welcome &
thanks for being a part of this!**

Group Protocols:

- 1) Open dialogue – what's said in this room will not be attributed to individuals
- 2) Feel free to chime in even if it's not your photo
- 3) 25 photos in 45 minutes = need to focus on what's important related to improving your experiences
- 4) Doesn't end here ~ we'll improve what we can!

Capture [d]

Key Photos 5th and 6th Food/Service Issues

1



Tray in trash

2



Lines too long

3



Lots of waste

4



Running out of food

5



Tray Return Hectic

Capture (d)

Key Photos 7th and 8th Food/Service Issues

1



Pizza tastes like cardboard

2



Disorganized lines

3



More food per person

4



Running out of food

5



Tray Return Hectic



What we've done so far:

Running out of food

- We have increased the number of pizza's being made.
- We are doing a trial run adjusting start times, freeing up someone else to cook more food in-between lunches.

Vegetarian Options

- We have added parfaits to the fast takes, they are very popular!
- Adding vegetarian identifiers to the menu so students can plan ahead.

Seating

- Stacy has ordered 3 more tables to help create more seating for the students.