



Thai Turkey Salad

UIndy Dining Services in 2017

About Us

Founded in 1985 in Lombard, Illinois, with the goal of providing fresh, made from scratch food and intensely personal service, Quest provides food services to over 60 locations in over 110 kitchens across the Chicago area and Midwest.

Ranked #41 in Food Management Magazine's Top 50 food management companies in the United States, up four spots from 2015, and rated as one of the fastest growing companies in our industry. Quest specializes in supporting university-dining management and staff and deploying quality and quick serve restaurant approaches popular with students today.

The Process

Quest was selected based on a review of proposals received from multiple food service providers. The University Dining Services' Board of Directors met with each food service provider following receipt of written proposals. The Board of Directors then travelled to multiple sites to assess operations, speak directly with employees of the food service providers, and eat in their dining halls. The Board of Directors also met with university officials at each site to get their input on how well the food service provider was meeting their need to provide quality food service at an affordable price.

What to Expect

Quest's approach to food service is based on their food philosophy www.questfms.com/food-philosophy, which emphasizes fresh ingredients, food assembled to order, and a "concept"-based approach where each station is a defined concept or offering.

UIndy students, faculty, staff and guests can expect a variety of phased-in enhancements to the University's dining program during the spring 2017 and beginning of fall 2017 semesters, including:

- New "concepts" such as global, Mexican, or vegetarian-themed entrees in the dining hall, where fresh ingredients can be assembled to order for each

- guest's preference;
- More offerings that are served to guests (v. self serve), providing a more "restaurant"-style experience;
- Enhanced grab-and-go, snack and beverage offerings; and
- Nutrition and allergen labeling.

Additionally, Quest's philosophy of engaging with students, faculty and staff will be a cornerstone of their transition, beginning immediately. Quest leaders have already begun to meet with UIndy students to inform the priorities for the dining services program, and the University will continue to have input on changes moving forward.

Again, these enhancements will be phased in during the upcoming months. A detailed look at the current transition plan for UIndy's Dining Services is found on the back page. This plan will be frequently updated and shared with the UIndy community.



Chicken & Kale Pita

Sweet Potato Teriyaki Lo Mein



Yogurt Parfait with Cranberry Granola



What Won't Change?

The University's focus on special events in the dining program will continue to be a staple for dining services. The UIndy community can expect to continue to see the annual dinner theatre events, holiday-themed meals, and weekly specials, as well as new events to enhance the dining experience.

Additionally, you will continue to see many the current dining services' staff members, whose commitment to the University and desire to serve students is second to none.

Finally, the dining services on campus will continue to be known as UIndy Dining, not Quest.

Share Your Thoughts with Us

A cornerstone of Quest's approach to food service is community engagement and responsiveness to feedback - they genuinely want your feedback.

Feedback can be shared in a variety of ways - the new suggestion board in the Dining Hall that will be present at the start of the second semester, personal communication with Dining Services' management team, meetings with student and/or faculty/ staff leadership, or emails sent to dstevens@uindydining.com.

Allergy & Dietary Restrictions

Quest has a wealth of experiences in accommodating allergies and dietary restrictions. Quest has a team of Registered Dietitians on staff, and the onsite culinary team will work with guests and Quest's dietitians to ensure guests' needs are met.

New Additions to the Team

To compliment the UIndy Dining team, Quest has additionally hired General Manager, Derrick Stevens, and Associate General Manager, Joseph Peterin. Please stop by the dining center to welcome Derrick and Joseph to the UIndy community.

Transition Plan

The UIndy Dining Services program will be rolling out a series of enhancements during the spring 2017 semester and beginning of the fall 2017 semester. Some of these enhancements will be informed by the dialogue Dining Services will have with UIndy students, faculty and staff, and the specific timeline for their rollout may change over time. We will, however, keep the UIndy community abreast of our plans here, and this information will be updated frequently:

January 2017

- Launch of ongoing conversations with campus and dining services leadership to inform and influence dining services program changes
- Start of transition to Quest's fresh ingredients focus throughout the Dining Services program
- Introduction of Quest leadership, and UIndy Dining Services' new General Manager and Director of Operations, via Dining Services Open House where transition plan will be shared in greater detail
- Roll out of menu communication process, to include Ellucian GO app and new menu displays in the Marketplace
- Implementation of "concept"-based dining experience, where each service point in the Marketplace is a defined food concept or offering, including an addition of made-to-order pasta bar
- Introduction of new service approach in Marketplace, where items will begin being served to

students

- Roll out of new seating layout in Marketplace to provide a more welcoming environment for students dining in small groups or by themselves
- Development of new merchandising standards to ensure offerings are fully stocked and attractively displayed
- Reset of efforts to serve UIndy community members with allergies and dietary restrictions
- Launch of revamped Dining Services webpage
- Roll out of new cashiering station design to provide a more welcoming and efficient entry into the Marketplace
- Introduction of annual "Catering Showcase" to highlight new catering options available and revamped catering guide

February 2017

- Launch of coffee evaluation efforts with UIndy community to gauge satisfaction with current coffee products and new coffee opportunities

March - May 2017

- Finalization of coffee program direction
- Continued integration of fresh, made-from-scratch approach
- Continued integration of made-to-order concept-driven approach in dining hall
- Rollout of allergen labeling and launch of online nutrition database