

2000 Planning Summary
For
Food Service Contract Administration

Goal	Indicators
1) Further development of strategic food service plans	Customer service surveys and responses to services experienced and products desired To be a nationally recognized leader of urban on-campus food services Necessary to remain competitive in the food service industry
2) Investigate current trends and marketing approaches and determine the appropriate mix of services/products	To be a nationally recognized leader of urban on-campus food services Necessary to remain competitive in the food service industry Customer service surveys and responses to services experienced and products desired
3) Provide and maintain quality customer services	Customer service surveys and responses to services experienced and products desired
4) Emphasis on marketing and merchandising	To be a nationally recognized leader of urban on-campus food services
5) Continue to provide support to IUPUI Athletics	As requested
6) Continue to investigate new and innovative ways to increase manual and vending sales	Meeting customer requests and demands from customer service surveys
7) Continue to support the OneCard Office by increasing the number of Food Service vendors accepting the OneCard	Meeting customer requests and demands from customer service surveys