

1999 Planning Summary
For
Food Service Contract Administration

Goal	Indicators	Evidence
1) Deliver exceptional quality customer services	Manual and vended surveys and responses to the services experienced and desired products Follow-up to customers requesting contact from the Food Service Office	Positive feedback revealed in areas identified in earlier surveys of products desired and services in need of improvement
2) Repair/Replace University owned equipment	Continuous monitoring and identification of equipment in need of repair/replacement	Decline in the number of service calls to Vendors
3) Support the OneCard Office by increasing the number of Food Service vendors accepting the OneCard	Food Service and OneCard Service surveys and responses to services experienced	Number of Food Service vendors accepting the OneCard continually increasing
4) Employ consulting services to provide campus food service review and planning for the new Student Center	Expert advice needed to provide the best food service possible to meet the continually changing demands of the IUPUI Community	Consultants report completed
5) Continue to provide support To IUPUI Athletics	As requested	As requested
6) Investigate new and innovative ways to increase manual and vended sales	Meeting customer requests and demands through customer surveys Information provided through food service seminars and conferences	Combined manual and vended sales have continued to increase annually Expanded number of Food Service locations and vendors Progression towards this goal continues to be seen in more crowded food services lines