

MONTGOMERY COLLEGE
Office of Auxiliary Services

September 9, 2013

MEMORANDUM

To: Montgomery College Community

From: Dr. Kathi Carey-Fletcher, Director of Auxiliary Services

Subject: New Food Service
Contract

I am pleased to announce that Montgomery College's Board of Trustees adopted a new food service contract with Compass Group/Chartwells at its meeting in June. The company's proposal successfully addressed faculty, staff, and student recommendations for improved offerings and service. This new contract gives Chartwells exclusive rights to all of the College's cafeteria/concession food, catering, and vending services.

The new contract went into effect on July 1, 2013. Full implementation of the contract across all three campuses will take place over the next few months. With faculty, staff, and student recommendations in mind, Chartwells is making the following changes this fall to improve its offerings:

- **Greater savings and affordable** meals are available. For instance, breakfast meals are now offered at \$3, lunches at \$5, and dinners at \$6. These meals will be available daily, in addition to meal deals and value items, to help customers save on food costs during their time spent at the College.
- **New food concepts and more diversified menus** with expanded vegan and vegetarian offerings are now available.
- **Centralized catering management system** will provide better cost savings; greater variety of catering packages; and improved efficiency, timeliness, and quality. Through this system, Chartwells hopes to increase customer satisfaction in catering.
- **Employment opportunities** will continue to be available for our students.
- **New equipment and technology** will expedite service and shorten the time spent in lines.
- **Prices have been rolled back** for the vending machine snack items.
- **Facility improvements** took place this summer at the cafeteria on the Rockville Campus cafeteria.

In addition, Chartwells will participate in Montgomery County's Food Recovery initiative by donating leftover food to feed those in need. This new initiative, led by Councilmember Valerie Ervin, will be announced at a public press conference at the Rockville Campus on Tuesday, September 10.

To better assist you with information about Chartwells and the food offerings at Montgomery College, Auxiliary Services has prepared a list of frequently asked questions.

1. Where are the cafeterias located?
 - Germantown Campus - Humanities and Social Sciences Building, lower level
 - Rockville Campus – Campus Center Building, first floor
 - Takoma Park/Silver Spring Campus – Student Services Center Building, first floor

2. What are the cafeteria regular hours of operation during the fall and spring semesters?

- 7:30 a.m.–6:30 p.m., Monday through Thursday
- 7:30 a.m.–2:30 p.m., Friday
- Closed Saturday and Sunday

3. Am I able to access menu offerings online?

Yes. Go to dineoncampus.com/Montgomery.

4. Where can I go to make suggestions or offer feedback about the food service?

Click the feedback and suggestions button on the Café MC web page at <http://cms.montgomerycollege.edu/food/>. Chartwells wants to hear from you, and will welcome your suggestions!

5. Where are the vending machines located on my campus?

A map of vending locations can be found at <http://cms.montgomerycollege.edu/vending/>.

6. Do I need cash to purchase from the vending machine(s)?

A map is available that identifies which machines accept cash and which also accept credit/debit cards. Go to <http://cms.montgomerycollege.edu/vending/>.

7. Where do I go if I have lost money in the vending machine?

Go to MC Books & More on your campus and complete a refund slip to obtain a refund.

Note: Directions are posted on each machine.

8. Am I able to get a refund if I paid with my credit/debit card?

Yes. However, maximum refund for unsuccessful snack machine transactions is \$2.50, and \$3.00 for beverage machines.

9. Can I order catering from a company other than Chartwells?

No, Chartwells has exclusive catering rights. All catering orders must go through Chartwells.

10. Who do I contact for catering services?

Ana Garza is available by telephone at 240-567-7611 or Catering@montgomerycollege.edu.

11. Who can I talk to about my food service questions?

If you have questions about the Compass Group/Chartwells' services and products, contact Chiquita Manago, Auxiliary Services grants and contract manager, at chiquita.manago@montgomerycollege.edu or 240-567-4316. You can also contact me at kc.carey-fletcher@montgomerycollege.edu or 240-567-5298. In addition, more information can be found online at the following web addresses: <http://cms.montgomerycollege.edu/auxiliaryservices> and www.dineoncampus.com/montgomery.

Thank you for your support and patience as we work to implement the new concessions, catering, and vending programs. We appreciate your questions, concerns, and supportive recommendations that prove valuable to the success of food service programs throughout the College.