This is Chartwells Higher Education Dining Services!

Our Gift to You:

ChartwellsMagazine.com
A Message From Chartwells’ President & CEO

As many colleges and universities close for winter break signifying the end of the semester, I want to thank all of our associates for their hard work and dedication to our clients, business, and every guest that dined on campus. Chartwells’ success is attributed to each and every associate’s devoted enthusiasm that ensured over 230 dining operations ran efficiently and effectively while providing healthy cuisine and outstanding guest service throughout the year. I truly want to thank every member of the Chartwells family for supporting our business efforts as we continue to grow and develop together.

Chartwells is delighted to end the year with a special gift to all of our newsletter readers and forthcoming followers. I am pleased to announce that Chartwells launched a new higher education specific company website which bears the same name as our award winning newsletter. www.ChartwellsMagazine.com went live earlier this month to commemorate the December 2010 launch of our newsletter.

The website will be used to reinforce our commitment to the partners we serve by publishing success stories that endorse our corporate strengths to also attract new business. We especially want parents and students to read about Chartwells and encourage them to join the mailing list by visiting the website.

Happy Holidays and Best Wishes for a prosperous New Year!

Best regards,
Steve Sweeney
President and CEO, Chartwells Higher Education Dining Services

To help promote Chartwells’ new website and encourage students and parents to sign up for the Chartwells Magazine newsletter, we have posted a link on all of our www.DineonCampus.com websites under the resources tab. Click here to link to the PR Newswire release, or here for a PDF to post on your account bulletin board. Chartwells is truly proud to promote great stories about its clients and teams in the Chartwells Magazine newsletter and now on www.ChartwellsMagazine.com!
Chartwells Higher Education Dining Services Launches New Website to Support and Attract Business, Parents, and Students

New website to enhance sales efforts, promote current partnerships, and educate parents and students about everything Chartwells has to offer.

RYE BROOK, N.Y., (December 10, 2013) - Chartwells Higher Education Dining Services is proud to announce the launch of a new corporate website named www.ChartwellsMagazine.com. Based on the company’s award winning public facing newsletter by the same name, Chartwells developed the website to provide useful information quickly and easily to the public, students, parents, current and potential college and university business partners, as well as the media.

Chartwells’ President and CEO, Steve Sweeney, said, “Researching a company to learn about its business practices usually starts with an internet search. We created this website to educate diverse audiences about our campus dining services and to help grow our business. The information provided on the Chartwells Magazine website and within the newsletter also helps to endorse our corporate strengths that drive real business. By providing public access to content and real stories about what’s taking place on campuses, readers will understand Chartwells’ commitment to meeting the needs of the clients, students and communities that our associates and teams proudly serve.”

Chartwells’ Director of Communications, Kristine Andrews, added, “Chartwells Higher Education Dining Services is pleased to extend a warm welcome, especially to parents and students, to explore the new www.ChartwellsMagazine.com website. Intended as a resource meant to engage various stakeholders, the website and digital newsletter formats are portals for visitors interested in learning about everything Chartwells has to offer. By visiting the website, anyone can sign up to receive the award winning Chartwells Magazine monthly e-publication or view the current or past publications.”

What’s on the site?

Chartwells has tailored its content and pages so visitors can effortlessly connect with the right information to learn about Chartwells’ foodservice operations on college campuses. The latest company news as well as dining programs and services that have far reaching impact on college campuses are published in a monthly newsletter posted to the site. Whether visitors want to learn about nutrition support resources, sustainability, diversity initiatives, client case studies or testimonials, current information is available. Associate resource links, such as Human Resources for career development information, are also provided on the site for their convenience. From student, parent, or media inquiries, to Requests for Foodservice Proposals from potential clients, visitors can connect with Chartwells on www.ChartwellsMagazine.com knowing that departments are reachable and responsive.

Technology

Chartwells created its new website based on the changes and improvements in technology that affect the many ways in which companies do business. ChartwellsMagazine.com was created with dynamic functionality to improve the viewer’s online experience with a user-friendly nature that provides more efficient access to company informational resources including social media. The new website was built with responsive design technology so pages configure to virtually any mobile device, tablet, or computer monitor. Chartwells expects to add a series of enhancements to its website and make changes to meet diverse business needs that also meet industry demands.

Chartwells’ Vice President of Marketing and Support Services, Patti Girardi, said, “The www.ChartwellsMagazine.com website represents Chartwells’ ongoing efforts to publicize the availability of information about the Chartwells brand. Chartwells’ intention is to promote its services effectively to ensure that potential partners and guests can find essential, specialized information they need quickly.”

About Chartwells Higher Education Dining Services

Chartwells is the recognized leader in foodservice management, hospitality and award winning YouFirst guest service within college and university dining environments throughout academic institutions across the United States. We take tremendous pride in our high standards and dedicated service culture while providing nutritious cuisine that satisfies the unique appetites, lifestyles and dietary needs of every guest dining on campus.

Chartwells is committed to practices that honor ethical values, embrace diversity and inclusion, support the environment and value communities through demonstrated leadership, professionalism and new innovations.

Chartwells provides opportunities for personal growth and development while offering rewarding and promising careers in support of the clients, students and campus communities served.


Contact: Kristine Andrews - Communications Director - Chartwells Higher Education Dining Services Kristine.Andrews@compass-usa.com.
New Year, New You!

2014 Initiative!
The New Year brings resolutions for better choices that help sustain more active and balanced lifestyles. The month of January holds a specific emphasis on these resolutions and new experiences. Support your guests dining on campus by offering a variety of breakfast, snack and beverage products throughout the day that maintain energy and can help make resolutions easier to achieve.

Chartwells partnered with Coca-Cola, Kellogg’s and Red Bull to offer refreshing and energizing beverages or snacks under its “New Year New You” promotion and offer. In select locations throughout the month of January and early February, Chartwells accounts will find special promotions on many great tasting beverages including Special K, Red Bull, Diet Coke, Coke Zero and Minute Maid Juices.

Winter Shut Down Tips for Business Success:

Christian J. Fischer
CEC, CHC, KM, AADP
VP of Culinary Innovations, Chartwells Higher Education Dining Services

If your account is open in December and January, teams should provide vendors with estimated usage throughout the specified time period.

If your account is closed during the winter break:

Contact your linen vendor to suspend or reduce inventory per timelines.

Identify any standing special orders that need to cease for the winter shut down period.

Contact all of your account specific vendors with last delivery dates and expected start up dates.

Review and reduce inventory and short dated items now.

Mark your calendar now to submit standing orders for the spring semester.

Contact your model market vendors for equipment maintenance (i.e. refrigeration air coil cleaning).

Review and reconcile all vendor statements (broadline, dairy, bread, produce) to ensure any debits or credits are not missing.

Visit MyCompass today and look for future communications about this new initiative.

Happy Holidays and see you next year!
YouFirst University Graduates

Chartwells’ Associates at the University of Miami Receive YouFirst Degrees!
Chartwells’ Team Members Recognized as Ambassadors to Assist All Guests Dining on Campus and Mentor Co-workers.

Twenty beaming associates walked a receiving line at the University of Miami happy to collect their YouFirst University diplomas after completion of a seven week training course about YouFirst guest service principles. The members of the graduating class now belong to a proud 45 person team of Chartwells’ YouFirst Ambassadors on campus. A YouFirst Ambassador has the knowledge and capability to train other associates about outstanding guest service and lead by example.

Training courses were based on the seven principles of providing outstanding service to guests under Chartwells’ proprietary, award winning YouFirst platform. Associates learned about ways to provide superior service through team building activities, guest awareness, skill development, and creative thinking and solutions techniques. Associates participated in interactive role playing to experience different situations and help hone service development skills. Yes there was also some homework and a quiz or two required to pass the course.

Each associate gained the knowledge and expertise to apply what they learned about the seven principles to the different campus dining locations and share their knowledge with co-workers to enhance the dining experience of guests at each different venue.

To top off the graduation celebration, graduates attended a Miami Hurricanes basketball game at the Bank United Center. According to Chartwells’ Campus Marketing Director, Tracy Cancro, “It was great to see our team enjoy a celebration in the comfort of a private suite watching the game and be visited by Hurricane mascot Sebastian the Ibis himself. Chartwells’ associates can register for YouFirst University training today for the spring 2014 semester.”

What associates are saying about YouFirst:

“I am a cashier. Before attending YouFirst University, I knew that my job was to give guests what they want. But after taking the classes, I place more importance on taking it another step further. Before, I would take an order and that was it. Now I always follow up to make sure they are having a good experience.”

“YouFirst University is not just where instructors talk to you. They teach you how to turn situations around with tools to help.”

“YouFirst University is fun. You know you’re learning and that what you’re learning is important, but you have so much fun doing it!”

“YouFirst University has made me more aware. I want my guests to feel like I’ve treated them the right way.”

Tracy Cancro
Chartwells’ Marketing Director, University of Miami

Chartwells’ YouFirst Graduates
Announcements

Be-A-Star

Star 1 Submissions Due January 10, 2014

Chartwells’ Be-A-Star program recognizes associates and teams for achieving business excellence. It is a vehicle designed to provide support resources to help grow business, maintain our high standards, and develop and recognize associates and teams.

Be-A-Star is a roadmap for teams to follow meant to create team spirit by using recognition as a motivator for associates to exceed business excellence by providing great results and outstanding service every day to our guests.

There are six achievements that participating teams should complete for the first segment of the program identified as Star 1. Star 1 online submissions are required before January 10, 2014 via the Be-A-Star website in order to receive credit. Credentials are required to access the Be-A-Star website at http://beastar.compass-usa.com/Pages/Home.aspx.

Helpful tip: Submissions should be concise where importance is placed on your regional judges receiving pertinent evidence that indicates the completion of each requirement as opposed to large amounts of content or data. Units should also review the national awards section now which identifies year end requirements.

Chartwells’ Associates at the College of Saint Elizabeth Receive Service Awards

Chartwells is pleased to recognize and congratulate Giuseppe, Sara, Chris and Marge on receiving their service awards. Congratulations on growing with our company and being part of the Chartwells family.

Everyday, Chartwells and parent company, Compass Group, recognizes associates who provide great service and deliver great results. We recognize this outstanding performance and service to the company by presenting a service award recognition certificate on every five-year milestone for full-time associates. Recipients receive a framed certificate with a letter of congratulations from Compass Group North America’s CEO, Gary Green.

Linda Stryker, Director of Engagement and Recognition for Compass Group North America said, “We truly value the ‘above and beyond’ great service efforts that all associates put into the business every day. Valuing the contributions that associates make every day is a key component of our overall people strategy across the organization. Join us as we recognize the team from the College of Saint Elizabeth for their great service and tenure. Thank you and congratulations to all.”

If you would like more information on the many ways associates are recognized, please visit www.altogethergreat.com.

Patti Girardi
Vice President Marketing & Creative Services, Chartwells
Higher Education Dining Services

Left to right: Giuseppe Bagnoli (5 Years), Sara Alberro (5 Years), Christopher Byrne (35 Years), Marge Horvot (5 years).
Happy Holidays from Chartwells
Eat·Learn·Live

Please click on the image above to view our 2013 holiday greeting.
The Chartwells Promise:

Nourishing students is not only our business; it is our commitment to the communities in which we serve. Chartwells is a diverse family of dedicated food and nutrition specialists serving the academic community. We deliver customized solutions that benefit our partners through innovative programs.

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