

Initiative Report for CCS 2009-10

Campus Food Services: Efficiencies and Productivity of Incorporating a “card only line”

Summary:

The incorporation of a "card only line" in Campus Food Services will assist in creating a smoother customer transactions; especially during high volume hours.

Description

Dining Dollars have been very successful with the Bookstore as a collaborative partner. Speed in the food court lines will be addressed by adding card only lines to minimize client wait times.

Questions and Answers

How is the initiative linked to the Unit Plans most recently submitted?

- 1. How does it continue the achievement of those goals?**
- 2. If this is a continuation of an initiative started last year, make sure that relationship is clear.**

How is this initiative linked to the efficiencies and productivities plans you had last year?

- 1. How does it continue the achievement of these plans?**
- 2. If this is a continuation of an efficiency or productivity plan started last year, make sure that relationship is clear.**

This initiative is a continuation of a process started last year.

This initiative advances the implementation of a long-term process improvement.

Dining Cards have been in circulation for three years, we continue to find ways to make this process more effective.

Describe the resources needed:

No General fund contribution needed

Fund 6 revenues will support implementation

What specific measurable program outcomes do you expect to achieve with this initiative? The outcomes should be specific enough to be measurable. Also, outline the method that will be used to determine the results.

Increased sales and customer satisfaction is the intent of this initiative.

We will monitor by daily sales and customer satisfaction surveys.

Department Priority:

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Unit Resources:

No General fund contribution needed

Fund 6 revenues will support implementation

Funding Request: Carl Perkins

Funding Request: Curriculum Development

Funding Request: Technology Fee