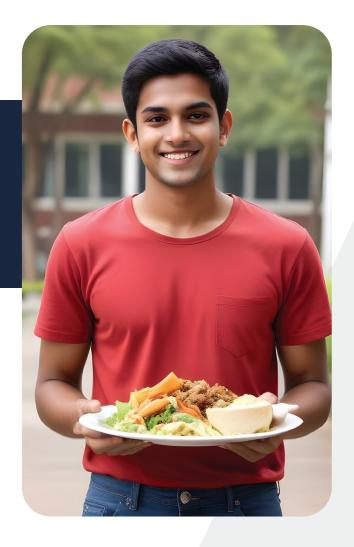


# FROM CAMPUS TO CULINARY HAVEN

How Chartwells Nourished Student Experience For Over A Decade

### BACKGROUND

Compass India partners with a leading management college in Maharashtra, which stands as a beacon of academic excellence, drawing over **25,000 students** from **80+ countries**. Recognizing the importance of holistic student development, the institution identified food as a pivotal component of the student experience. **Since 2010, Chartwells by Compass India has been a strategic partner**, collaboratively addressing challenges and co-creating solutions to enhance the students, staff and visitor dining experience.



Partnership
Since 2010

Serving over

1,700 students

daily

Meal participation increased by 20%

Monthly
2000+ responses
received

Satisfaction rate reaches 90%



## **CHALLENGES**

Initially, the college faced several hurdles in its dining services. Participation across meal periods was limited and there was a pressing need to meet evolving parental expectations. Student satisfaction ratings were low, primarily due to a perceived lack of variety and cultural diversity in the menu offerings. Additionally, food safety concerns, process inefficiencies and infrastructural limitations presented significant obstacles. Service delivery also fell short of the university's expectations, necessitating a comprehensive overhaul.



# **SOLUTION**

Chartwells by Compass India embarked on a comprehensive transformation journey to address the identified challenges. implementing best-in-class health and safety practices and prioritizing service **excellence**, we aimed to enhance operational efficiency and elevate the overall dining experience. Collaborating closely with the college, we conceptualized and executed a modern, future-ready kitchen equipped with automation <u>str</u>eamline advanced to processes. Menu development focused on incorporating regional and local flavours, promoting culinary diversity and introducing a pre-aligned festival calendar to celebrate cultural occasions. Leveraging technological innovations, we mapped backend processes to ensure adherence to safety standards and enhance operational efficiency. Moreover, established a structured feedback mechanism to gather insights from students. which served as a cornerstone for continuous **improvement** efforts.

### **RESULTS**

The partnership between Chartwells and the management college has yielded remarkable outcomes. Serving over 1,700 students daily, we have witnessed a significant increase of over 20% in meal participation across all periods. Monthly feedback consistently exceeds 2,000 responses, with an impressive satisfaction rate of over 90%. This sustained association with the university reflects the trust and confidence placed in Chartwells by Compass India to deliver operational excellence and enrich the student dining experience.

Through collaborative efforts and a commitment to innovation, Chartwells by Compass India has successfully transformed the dining landscape at the management college, contributing to a vibrant campus environment and enhancing the overall student experience.