

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%**

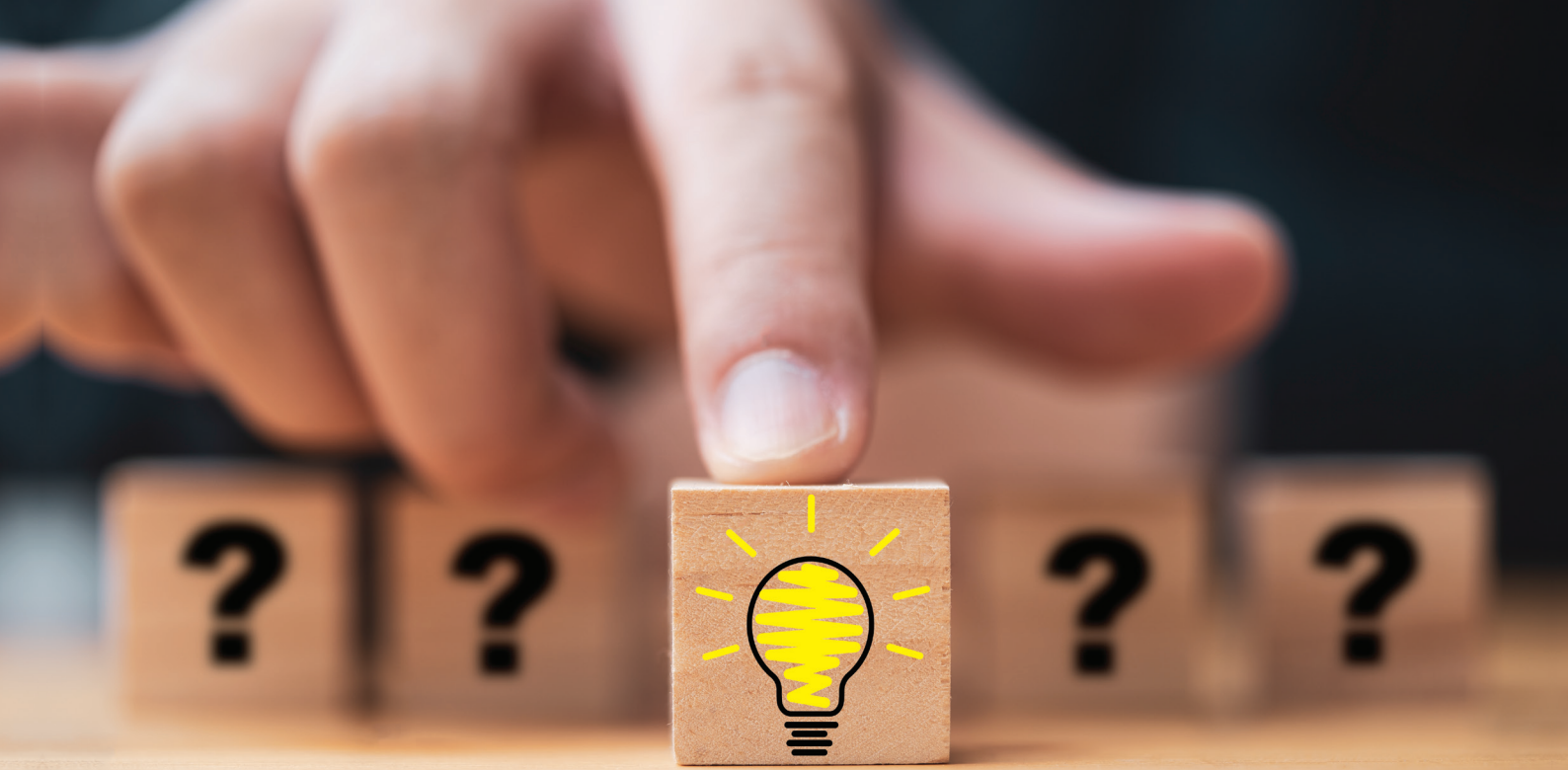
Monthly
2000+ responses
received

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. By 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 advanced automation to streamline 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, we 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.