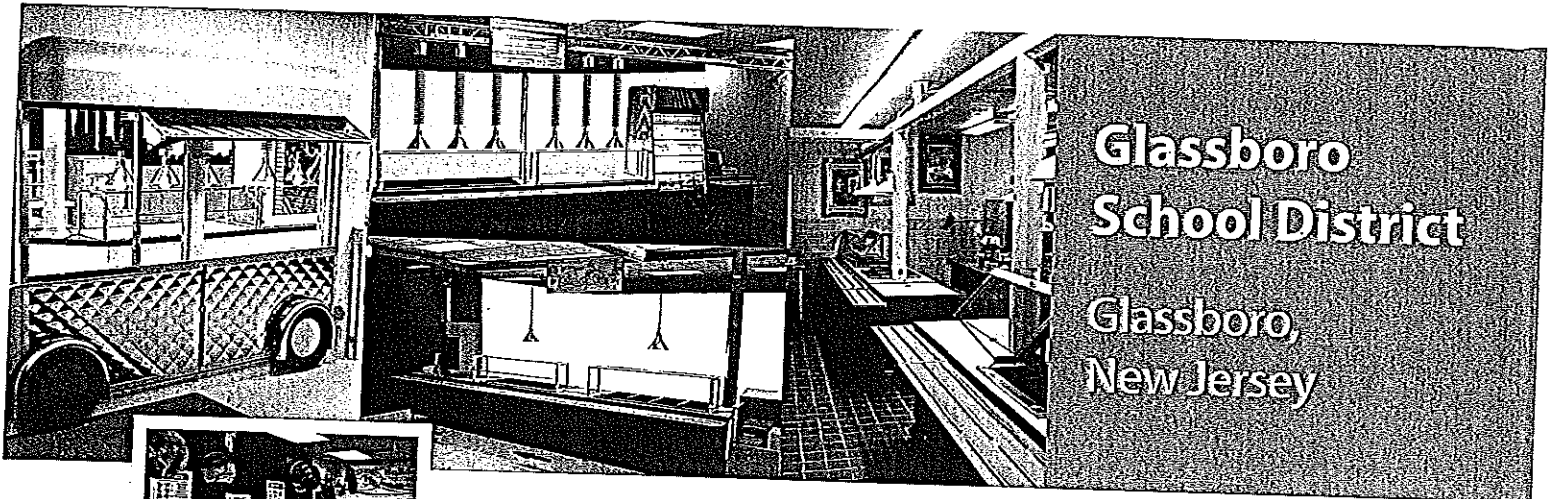


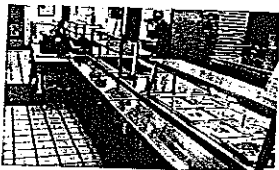
# GLASSBORO PUBLIC SCHOOLS | SUMMARY REPORT



Before



Before



Before

## Executive Summary

Chartwells appreciates the opportunity to be invited to the next step in the evaluation process. The selection of a dining services partner is an important one, as such a service is highly visible and has an ongoing impact to student well-being – from providing sustenance, nutritional education and an opportunity for the school community to engage with one another.

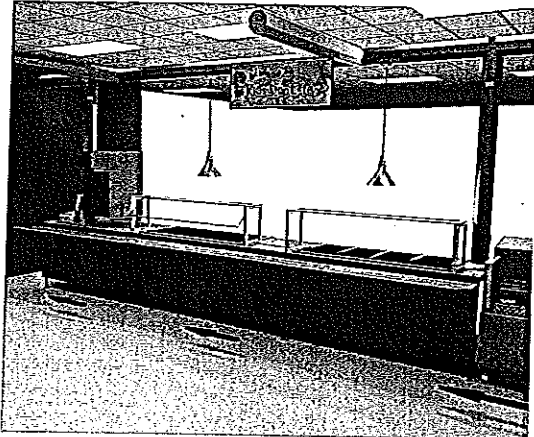
The Request for Proposal is an optimal way to assess and define goals for the dining services that may be influenced or realigned according to market responses. Based on our review of: the RFP, the current financial performance, observations made on-site, and measuring against our Industry best practices, there are a number of opportunities to enhance the program. A few areas include: menu development, program introductions and promotional initiatives that will drive additional participation by students and thus reimbursements, comprehensive hourly and management training, and operational controls.

It is based on this assessment that we have put forward our strong guarantee on performance.

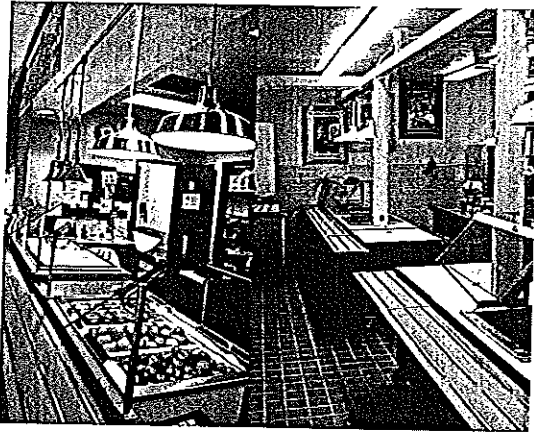
## Management Fee and Guarantee

We have proposed a management fee of \$58,000 for the provision of food and nutrition services at Glassboro Public Schools. In addition, we have put forward a guarantee against our financial results: Specifically, we are guaranteeing a surplus of \$77,000 up to our management fee with the incorporation of a Breakfast in Classroom program. The guarantee serves to provide assurances to the district that we are confident in managing a strong financial program. To illustrate our guarantee, if for example:

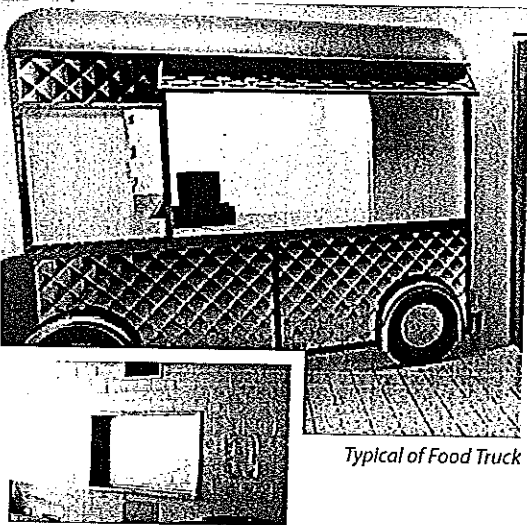
- a) The actual surplus at the end of the school year is \$55,000, with our guarantee being up to our management fee of \$58,000, Glassboro Public Schools would receive an additional \$3,000 as a result to match our commitment.
- b) The actual surplus at the end of the school year is \$5,000, with our guarantee being up to our management fee of \$58,000, Glassboro Public Schools would receive an additional \$53,000 as a result to match our commitment.
- c) The actual financial results is a deficit of (\$3,000), with our guarantee being up to our management fee of \$58,000, Glassboro Public Schools would receive an additional \$55,000 as a result to match our commitment.



*Typical Single Kids' Stop Café*



*Typical Double Kids' Stop Café*



*Typical of Food Truck*

*Before*

## Investment

Our proposal includes a selection of innovations for the various school types based on different budget levels and can incorporate some or all of each dining service space. By enhancing the facility, each of the dining environments will become more inviting for the school and the community – and will lend a more contemporary look. A renovated dining services will also provide the opportunity to introduce some new concepts and programs, adding variety to the daily service.

The Chartwells team can help coordinate the design process for proposed facility enhancements and develop final solutions based on desired budget.

## Summer Program

Our proposed summer program offers a menu to support a 22-day summer program for 70 summer program participants per day. The reimbursement will be \$3.41 per meal served. We have estimated the costs for the summer program will be a deficit of \$7,400.

## Miscellaneous

Chartwells has a strong presence in New Jersey, operating numerous dining services programs across the state. This enables us to draw upon local resources to support the program at Glassboro Public Schools, specifically our dedicated Mid-Atlantic marketing, human resources, culinary, procurement, business development and operations personnel.

Jim Gillespie will be your key liaison for the management of the transition of services and the ongoing leadership of the on-site team. He maintains excellent relationships with school administration and has retained school districts, even amid competitive bid processes.

## Some of our districts include:

- Monroe
- Upper Freehold
- Hamilton
- South Brunswick
- Montgomery
- East Windsor
- Willingboro

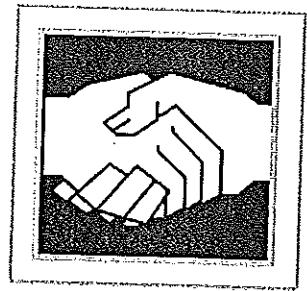
We look forward to continuing discussions with Glassboro Public Schools.



Chartwells School Dining Services

# TOP 7 REASONS

## Nutri-Serve Is Glassboro's BEST Partner In School Food Service



It has been our pleasure to work with the students and staff of the Glassboro School District and it is our hope that we can continue this collaborative partnership in the future. We believe we have made an excellent team and have built a food service program that proudly serves the Glassboro Community.

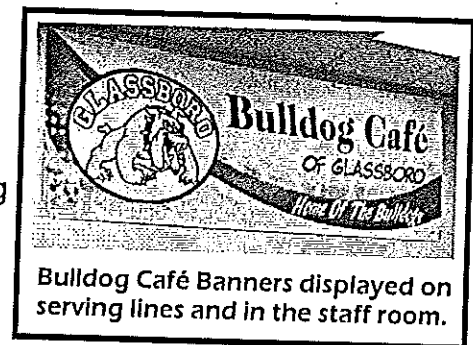
**Here are the ways in which the food service program has evolved in our 12 year partnership with Glassboro:**

**1 Financial Return:** Over the past 12 years Nutri-Serve has returned \$276,000 to the Glassboro School District. When Nutri-Serve began our service, Glassboro was contributing \$100,000 per year to the food service department. Nutri-Serve continues to guarantee Glassboro a profit of \$30,000 with a management fee of \$47,000.

**2 Capital Investments:** Our efforts in providing a consistent return to the food service fund has enabled the district to renovate the kitchens with state of the art equipment. Purchases over the last 5 years include:

- High School: A salad bar for the teachers, stainless steel shelving and can racks, a convection steamer, food hot wells and a soup kettle.
- Bowe School: Fully equipped kitchen from surplus funds generated by Nutri-Serve.
- Rodgers School: Gas oven.
- Bullock School: 2 heater/proofer units and a gas oven.
- Intermediate School: Completely replaced the exhaust system.

**3 Personalized Service:** Nutri-Serve has always prided itself in taking a personalized approach to school food service management and believe the cafeteria should be an extension of the school environment. At Glassboro we have taken a very school-spirited approach this school year renaming the cafeteria at the high school the Bulldog Café. Nutri-Serve designed a banner for each serving line and the staff cafeteria as well as customized serving line signage featuring your bulldog mascot. Slogans like "start your day off with a Bulldog Breakfast" is fun and relatable for students and ties the cafeteria in with the school district.



Bulldog Café Banners displayed on serving lines and in the staff room.

**4 Local Support:** With a corporate headquarters located in Burlington, NJ, Nutri-Serve has been able to provide Glassboro with the support necessary to properly manage the food service program. Beth Clark has continued to be an asset to both Nutri-Serve and Glassboro serving as Food Service Director for the last 6 years. She continues to use her experience and insight in tailoring the Nutri-Serve corporate menu to best meet the tastes of Glassboro.

**5 New Program:** Nutri-Serve is proposing to serve the Glassboro community throughout the summer season. A Summer Feeding Program has been implemented successfully in several Nutri-Serve Schools in an effort to provide students with the same balanced nutrition they receive during the school year. The program would feed 185 students in the Glassboro Community.



Glassboro now incorporates spinach in many of our salad options. Spinach is nutrient packed and makes the salad look so green and fresh!

**6 Innovative Menu:** For the 2013-2014 school year, Nutri-Serve unveiled a new corporate menu to comply with the new federal guidelines. It is designed by our Corporate Registered Dietitian and features creative menu choices, increased fruit and vegetable options and nutrition education. This four page menu is an excellent guide for parents in educating themselves and their families on the role of balanced nutrition as part of a healthy lifestyle. The look of the new menu as well as an array of trendy new choices has furthered us on our quest to attain excellent participation in the food service program at Glassboro.

**7 New Marketing Strategies:** Nutrition education concepts introduced on our new corporate menu are reinforced with healthy serving line signage. This kid-friendly signage is very simple using pictures to communicate recent USDA regulations like the requirement of a fruit or vegetable meals. Nutri-Serve's Corporate Dietitian has spent time at Glassboro this school year designing customized signage for the serving lines and all Glassboro cafeterias have been decorated with nutrition education posters.



A modern style serving line at Glassboro High School

## A Partnership for the Future

Built on the principles of *Nutrition & Service*, our name Nutri-Serve Food Management reflects our steadfast commitment to providing nutritious meals and excellent customer service. Over the past 25+ years, Nutri-Serve has grown to serve 83 districts and more than 200 schools. We attribute our commitment to maintaining positive partnerships with current clients as a reason for our success. We appreciate your business and look forward to a continued partnership in the future.

