



**Improved Communication and Transparency between Bon Appétit Management Company
and Students**
Resolution 22-23-12

Whereas: The core Jesuit values of the University of San Francisco call for *cura personalis*, or “care for the whole person”, includes our obligation to treat all members of our community with respect and care; and,

Whereas: There is no clear and direct route to access Bon Appétit’s support services eg., the USF homepage (myUSF), and Bon Appétit’s dining services information page do not indicate how to contact their support staff [2]; and,

Whereas: The On-Campus Dining website indicates: *“From vegetarian and vegan to gluten-free, from diabetic to allergic, Bon Appétit serves fresh foods from whole ingredients. If you have a special dietary need, speak up. They’ll help you find, or even prepare, foods to meet your needs.”* [2]; and,

Whereas: A student study was conducted finding that Bon Appétit support staff do not make their presence visible and known. The student visited the Market Cafe at four random times during the school week, and found no clear indication of an opportunity to speak with support staff regarding their flexi meal plan and dietary needs; and,

Whereas: The ability for students to coordinate a successful meal plan is critical to ensuring their health, well-being, and academic success; and,

Whereas: The University of California, Berkeley, utilizes an effective means to communicate with dining staff ie., a “comment card” system on their “Cal Dining” [1] website to provide student feedback with regards to any complaints or suggestions to dining services on campus; and,

Whereas: The basic meal plan does not cover the cost of three meals per day for students every week; therefore, be it

Resolved by the Associated Students of the University of San Francisco Senate in its role as the sole representative body of all the undergraduate students of the University of San Francisco, that the following be enacted:

[1]From: <https://caldining.berkeley.edu/connect/comment-card/>

[2]From: <https://www.usfca.edu/life-usf/housing-dining/dining-campus>

[3]From: <https://usf.cafebonappetit.com/wellness/#ask-us>

[4]From: <https://usf.cafebonappetit.com/connect/>

[5]From: Appendix



Resolved: Bon Appétit paste posters on clearly visible wall space in all main campus dining halls displaying the student's estimated account balance [5] at a given date of the month. Additionally, paste QR codes directing students to the “[Tell Us What You Think](#)” [4] webpage on all registers and clearly visible wall space in order to promote open communication between students and Bon Appétit; furthermore, be it

Resolved: The Resident District Manager for Bon Appétit have their office location posted on the [Dining at USF](#) page on the University of San Francisco’s marketing webpage; furthermore, be it

Resolved: Bon Appétit will cooperate with the Office of Marketing and Communications to send an email at the beginning of every semester clarifying the budgeting details of estimated flexi meal plans and their limitations, including the fact that the Bon Appetit meal plan was not designed to cover three meals for every day of the week for the standard, automatic enrollment meal plan.

Submitted by:

Forrest Cameron, *Off-Campus Living Representative*

Supported by:

Garrett O'Doherty, *Director of Events Management & Guest Services*
Crystal Chun-Wong, *Resident District Manager for Bon Appétit*

Presented to the Senate on:

March 22, 2023

Passed by the Senate on:

April 5, 2023

Signed by:

Ethan Lee-Bellows,
ASUSF President

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[3]From: <https://usf.cafebonappetit.com/wellness/#ask-us>

[4]From: <https://usf.cafebonappetit.com/connect/>

[5]From: Appendix



Appendix

Spring 2023	
Date	Standard Plan
1/23/2023	2620
1/30/2023	2466
2/6/2023	2312
2/13/2023	2158
2/20/2023	2004
2/27/2023	1850
3/6/2023	1696
3/13/2023	1542
3/20/2023	1388
3/27/2023	1234
4/3/2023	1080
4/10/2023	926
4/17/2023	772
4/24/2023	618
5/1/2023	464
5/8/2023	310
5/15/2023	156

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[3]From: <https://usf.cafebonappetit.com/wellness/#ask-us>

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[5]From: Appendix