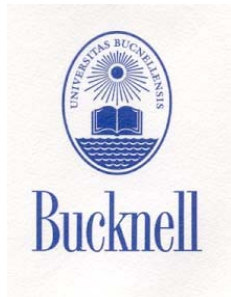


Dining Service Review

December 2, 2004

(including a few additions dated December 6, 2004)



Bucknell's Dining Service Goals



Bucknell

- *Provide an exceptional dining experience for students, faculty, staff, prospective students and all others*
- *Make the dining experience a distinctive asset of Bucknell*

Dining Service Review Findings

- *We do a good job now and we can get even better by:*
 - *Continuing our constant focus on food and service quality*
 - *Offering the campus more flexible meal plan choices – anytime access*
 - *Extending hours to fit students' lifestyles – Bostwick open from 6:00 am to midnight ?*

Dining Service Review Findings (continued)

- *We do a good job now and we can get even better by:*
 - *Improving “the look” of certain locations, and possibly discontinuing others (Larison)*
 - *Offering improved vending with card readers – eventually a one-card system*
 - *Having one cohesive dining staff employed by the vendor*



One Cohesive Dining Staff



Bucknell

- *Bucknell first began to outsource its dining services in 1993*
- *The current contract expires in 2006 and is now being renegotiated*
- *Bucknell is not considering returning to an in-house dining service because external vendors have:*
 - *National dining expertise in operations*
 - *Volume buying power for food and equipment*
 - *Large support and training organizations*

One Cohesive Dining Staff (continued)



Bucknell

- *Bucknell needs to hire a dining service vendor and bids are going out to about 12 vendors – including Sodexo*
- *The consultants have reported that they have never seen our type of staffing model where dining service staff are split between the vendor and the University*
- *We all know that having dining service staff employed by different employers complicates hiring, career planning, benefits management etc.*

One Cohesive Dining Staff (continued)

- *Instead of:*
 - *Sodexho Managers*
 - *Sodexho Casual Staff*
 - *Bucknell Full-time Staff*
 - *Bucknell Part-time Staff*
 - *Bucknell Casual Staff*
 - *Bucknell Student Employees*
 - *All with a great variety of benefits (or not)*

One Cohesive Dining Staff (continued)



Bucknell

- *Have one employer that is a dining service expert - with one set of compensation and benefit offerings*
- *With input from Bucknell and with a vendor that is accountable to Bucknell*

How We Get There



Bucknell

In designing a plan to transition dining service staff to the successful vendor, Bucknell will attempt to:

- *Protect regular benefits-eligible jobs for a reasonable period of time*
 - *This is not an attempt to reduce the size of the dining service staff*

How We Get There



Bucknell

In designing a plan to transition dining service staff to the successful vendor, Bucknell will attempt to:

- *“Grandfather” in some manner, Bucknell benefits for regular benefits eligible staff that they have already qualified for e.g. at 5 yrs tuition, at 62/15 retiree health*
- *There is no intent for people to lose Bucknell benefits for which they have already qualified*

How We Get There (continued)



Bucknell

In designing a plan to transition dining service staff to the successful vendor, Bucknell will attempt to:

- *Ensure a certain level of wages and benefits for a reasonable period of time*
- *There is no intent to change the mechanics of the current “wage floor program”*

For other dining service staff, employment, wages and benefits will be based on the vendor programs.

Some Bucknell Employee Concerns



Bucknell

- *Vested retirement/pension benefits*
 - *Your annuity, if you have one, and your TIAA-CREF are yours and cannot be taken away*
- *Options for handling situations where people are close to qualifying for a Bucknell benefit are being investigated*
 - *Tuition benefits*
 - *Retiree health care*
- *Investigating how to prevent the loss of accumulated time off (vacation, sick time, etc.)*

Some Bucknell Employee Concerns (continued)



Bucknell

- *Active staff health care availability and affordability – depends on vendor offerings and their flexibility*
- *ID cards – still to be determined how they will be handled*
- *Extra work hours during academic breaks – still to be addressed*
- *Any other concerns – tell us about them*

As We Proceed



Bucknell

- *Hold additional information sessions with all staff and especially the affected Bucknell benefited staff - keep communications open*
- *Next Bucknell Dining Service Update coming early February 2005, after the bids are received*
- *Continue to listen to your thoughts and concerns before a new vendor contract is signed - sometime in early Spring 2005*

Summary



Bucknell

- *Goals for the new Bucknell Dining Services vendor contract:*
 - *To continue to provide excellent dining services and to improve quality and service wherever possible*
 - *To create one Bucknell Dining Services organization managed by the vendor who is accountable to Bucknell University*

Commentary after meeting with Dining Services Staff on December 2, 2004

- *It is the intent of the Dining Services Review process to address the concerns of the current Bucknell Dining Services staff that relate to job security, compensation, benefit offerings and benefit cost structures.*

Commentary after meeting with Dining Services Staff on December 2, 2004



Bucknell

- *The Request for Proposal is far from a final contract document – it presents the plan to the vendors*
- *Much more detail will be learned as vendors respond to the RFP*

Commentary after meeting with Dining Services Staff on December 2, 2004

- *Vendor contract negotiations will take place in February, March and maybe even April 2005*
- *That will be the same time period to complete a staff transition plan – as we learn more facts about vendors*