



# Exciting Changes Ahead!

April 27, 2017

## Transforming Dining Services

Over the coming days and weeks you will start to notice exciting developments at dining venues and in menu offerings, as SFU Dining Services changes food service providers on the Burnaby campus. As previously announced, as of May 1st, Sodexo Canada will be taking over from Chartwells in helping us advance our vision for the SFU dining program.

But while the uniforms may be changing, the staff who have greeted you on a daily basis for many years are staying on. We have been pleased to learn that Sodexo has achieved a first collective agreement (subject to ratification later this week) with Unite Here Local 40, which continues to represent the dining services staff - we are thrilled that the staff remains a part of our campus community!

As we progress to Sodexo and upgrade kitchen equipment over the coming days, customers might experience some limited service disruptions at Mackenzie Cafe, and catering clients may experience minor delays or menu substitutions! We apologize in advance for any inconvenience you may encounter and we ask you for your patience.

### **Always about the people**

With Chartwells, some long-serving Chartwells managers will be leaving SFU and we wish to extend our appreciation to them for their many years of dedicated service. With Chartwells assistance, SFU has achieved many important “firsts” these last five years, such as launching Canada’s first 24/7 University Dining Hall, opening Canada’s first Fair Trade Starbucks (there are now 38) and winning Fairtrade Canada’s inaugural Fair Trade Campus of the Year award.

### **New opportunities**

Working in partnership with Sodexo, SFU Dining Services will continue to innovate and further our push to create great dining and welcoming social spaces. We will strive to offer more healthy choices, authentic cuisines, and affordable food offerings for the benefit and enjoyment of our diverse campus community, to introduce more menu items that are responsive to special dietary and cultural needs, to offer greater selection and variety of fresh foods and locally sourced items, to implement “mobile app ordering” to speed up lines, and to augment catering with enhanced displays, seasonal offerings, and robust student menus.

### **Striving for excellence**

Some of your favourite items such as the fresh deli sandwiches and all-day-breakfast in Mackenzie Cafe will be staying, while others, like Triple O's burgers, will be leaving. Major renovations and additional outlets are planned for the West Mall Tim Hortons area and the AQ Triple O's location. We will shortly be opening the all-new burger Bistro Grille in place of the Triple O's, until major renovations to that space can commence.

SFU Dining Services welcomes your **feedback**. If you have any questions or concerns during this transition period, please do not hesitate to get in touch with us.

We are excited – and think you will be too - about the future of dining on campus!

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