

DISCOVER

Chatham Food Service

Q&A / Feedback Sessions



Agenda:

- Welcome/Introductions of Discover Team
- Overview of the food service opportunities for the Chatham Customer Care Center
- Collaborative input/Q&A Session with the Discover Team



Welcome

- Juatise Gathings – *Chatham Operations Director*

Discover Project Team Introduction

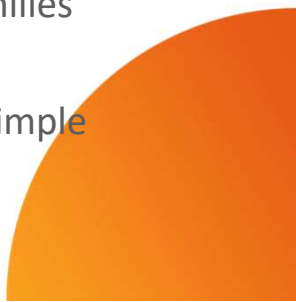
- Tiffany Jones – *Senior Executive Assistant*
- Venisha White-Johnson – *Lead Community Outreach Consultant*
- Merritt Franklin – *Facility Coordinator - Chatham*
- Victoria Elkind – *Lead Sourcing Specialist*
- Jackie Derrig – *Facility Manager – Chatham & Chicago area locations*

Discover is seeking multiple local restaurant and catering partners in Chatham

Opportunities	Monday-Friday meals	Sat & Sun meals
Lunch	100 daily <i>now</i> 300+ daily by end of 2022	100 to 150 <i>(total of both meal types across two days)</i>
Dinner	100 daily <i>now</i> 300+ daily by end of 2022	

This is your business’ opportunity to:

- Diversify your customer base by adding Discover as a steady, corporate client
- Rev up your revenue for specific days, day parts or menu items
- Work collaboratively – not competitively – with other South Side and locally owned restaurants and caterers
- Join a cohort of restaurants serving a workforce in Chatham that is guaranteed to grow
- Attract new customers to your existing business through Discover employees and their families and friends
- Benefit from friendly business practices: simple contracting, easy load-in/load-out, on-site support and more



How will it work...

- Preparing the Meals
- Developing the Menus
- Ordering and Pricing
- The Space
- Other Areas of Interest



Process	Who / Where
Scheduling / Menus	Discover & Restaurant partner (feedback - how much lead time is helpful?)
Food Preparation	By restaurant / caterer – at their kitchen / restaurant
Food Delivery to Discover - Chatham	Restaurant Staff or Delivery Company
Serving on Site	Discover to provide
Cashier	Discover to provide
Clean up on Site	Discover to provide



Question / Consideration	Answer
Does everything have to be pre-portioned, or can it be served from a pan to a plate?	Pan to Plate – Discover has equipped the space with heating / proofing boxes, a crescor oven, heated wells and a re-thermalizer to ensure food remains ready to serve
What kind of food is expected to be sold?	We'd love to feature what you're known best for, while providing healthy options for our employees (example criteria below)
Allergies / Dietary Considerations	Today, we offer a variety of entrees that are vegan, vegetarian or consider potential allergies of employees

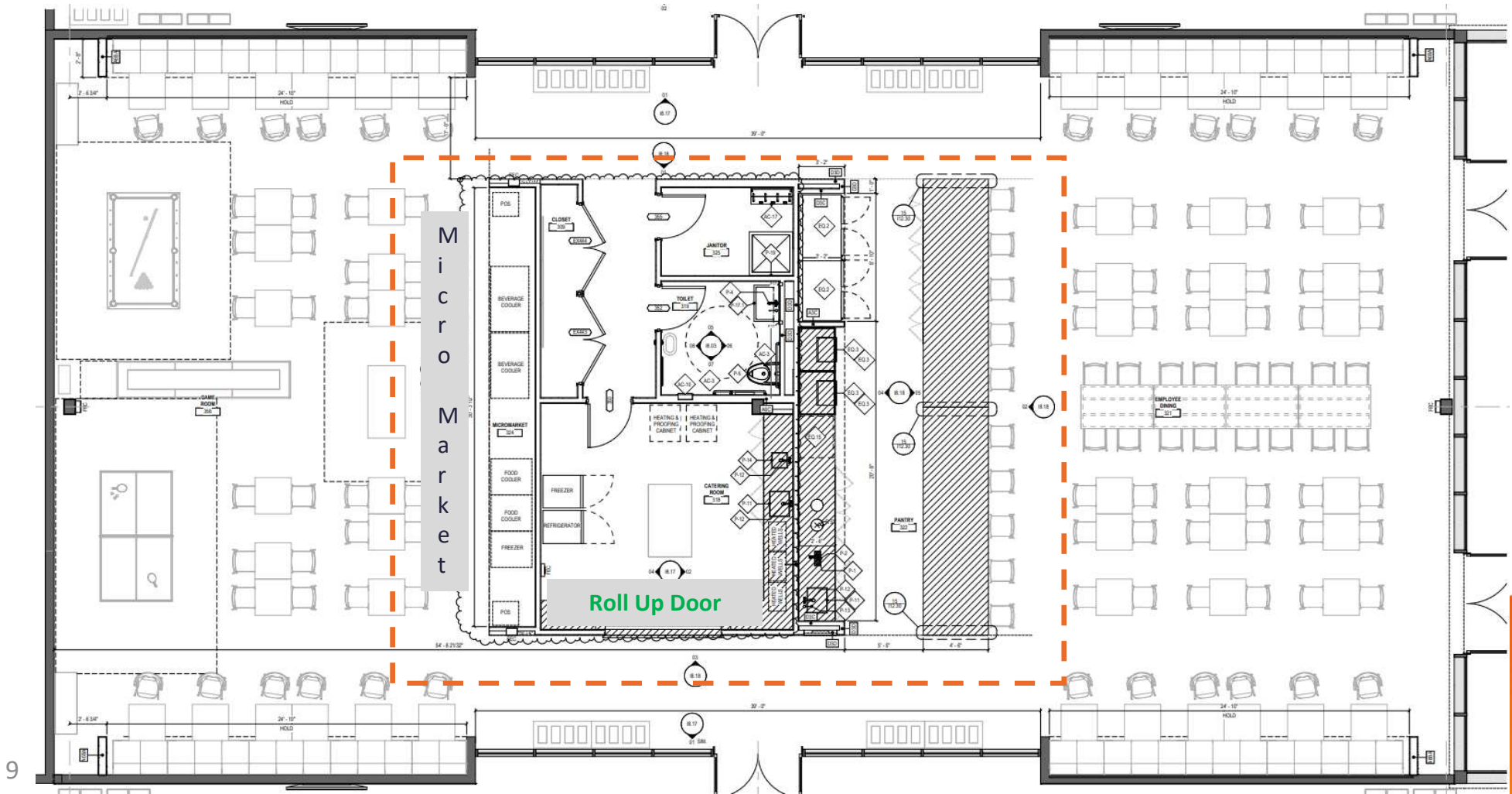
Other Services / Items Already On-Site / Provided

- Drinks / Snacks / Grab N Go items – micro market area stocked by Sodexo
- Coffee – Keurig / brewers in office area
- Consumables – plates, utensils, napkins, etc
- POS / Registers
- Food Safety / Testing equipment

Mindful Nutrient Criteria							
	Kcal	Total Fat	Sat Fat	Trans Fat	Chol	Sodium	Other
Plates (contain at least 1 serving from each: protein, starch, veg/fruit)	≤ 600	≤ 35% of calories from fat OR ≤ 15g	≤ 10% of calories from saturated fat	Free (< 0.5g)	≤ 100mg	≤ 800mg	≥ 3g fiber
Entrées (i.e.: center plate protein, pizza, sandwiches, grill items, entrée salads without protein or starch)	≤ 550	≤ 35% of calories from fat OR ≤ 15g	≤ 10% of calories from saturated fat	Free (< 0.5g)	≤ 100mg	≤ 700mg	
Sides	≤ 225	≤ 35% of calories from fat OR ≤ 8g	≤ 10% of calories from saturated fat	Free (< 0.5g)	≤ 5mg	≤ 300mg	
Soups (8 oz.)	≤ 225	≤ 35% of calories from fat OR ≤ 8g	≤ 10% of calories from saturated fat	Free (< 0.5g)	≤ 25mg	≤ 700mg	
Desserts and Snacks (OR 4 of the criteria AND must have at least 10% of the Daily Value of one or more major nutrients, such as Vitamin A, C, E, Iron, Calcium or Protein)	≤ 200	≤ 35% of calories from fat OR ≤ 8g	≤ 10% of calories from saturated fat	Free (< 0.5g)	≤ 20mg	≤ 300mg	≥ 1g fiber

Question / Consideration	Answer
<p>Are there any minimum guarantees?</p>	<p>Discover will purchase a flat number of meals from restaurants / caterers and cover any unused portion. (Example: If 100 sandwiches are ordered and only 85 are consumed, Discover pays for 100.)</p>
<p>Is Discover expecting me to hold the prices to my menu knowing that I will have to increase staffing?</p>	<p>Ideally, serving Discover would be complementary to your existing business – using your existing staff.</p>
<p>Is Discover fully subsidizing the meals?</p>	<p>Discover will purchase one daily, healthy meal for employees (about 100-150 per day). The restaurant/caterer can opt to give employees additional purchase options (snacks, additional entrees and beverages)/</p>
<p>What is the time period for Discover to cancel their order (in the event of an unexpected shutdown)?</p>	<p>Discover will cancel orders two weeks in advance of delivery dates. We intend to be mindful of food ordering times / staffing schedules at your restaurant / kitchen.</p>





Question	Answer
Is the loading dock accessible by van?	Yes, it is located on NE side (rear) of the building.
Where is the loading dock in proximity to the catering room / roll up door area?	The Catering Room is located in the center of the building. The dock is located on the north end of the building.
Are there electrical outlets on the counters for additional equipment (such as a panini grill, smoothie machine, prep rail, etc.)?	Yes, there are additional outlets on the counters. Please provide a potential list of equipment needs for consideration. Given the configuration this space, food prep should be completed off-site with final heating completed on-site.
What hours would we have access to both the building and servery?	Generally, on-site foodservice staff will be available 7:30 am to 8 pm. Your particular access schedule will be determined.
Is there onsite security in the parking lots?	Security is on site 24 hours a day, 7 days a week.
Is there dedicated parking for our company vehicles and/or employee parking?	This retail complex shares a parking lot. There are spaces for our call center, but none are dedicated exclusively for Discover.

February

- Q&A / Feedback Sessions – Feb 9 & 15
- Restaurant / Catering site visits
- Formalize agreements / information to proceed
- Verify foodservice permits / food safety practices
- Invite to provide introductory/trial meal in our current space (paid for by Discover)

March

- Meet on-site food service staff
- Ongoing introductory/trial meals in our current space
- Menu development and scheduling for April opening
- Finalize scheduling
- Tour of roll up door space (late March)

April

- Full center opens, including roll up door space (early April)
- Regular operations and meal service commences

