



January 30, 2008

Dear GSU Community,

Thank you for your patronage of the cafeteria, catering and vending services provided by the staff of Sodexo at your university. It is hard to believe that less than four weeks ago we began serving you at GSU.

During this time we have listened to your ideas, compliments and concerns regarding the program that we have put together. We had anticipated making changes to the program and want to make sure that when we make those changes they will:

- Meet the needs and wants of the customer
- Be lasting
- Maintain Quality in service and product
- Be Possible with regard to all aspects of our business

Here are some of the changes being prepared for next week:

- The Hot Entree Station will present a new menu with a variety of comfort foods.
- Check out the Pizza!!- A newly installed oven will prepare more consistent pizza items.
- A Chef's special feature item will be offered every Wednesday.
- A wider variety of traditional grab-n-go sandwiches will be available.
- Full service hours will be expanded:
  - The Grill will remain open the entire afternoon Monday – Thursday
  - The Hot Entrée Station will remain open until 2:30 Monday – Thursday.  
(Closed 2:30 and 3:30 for cleaning and refreshing.)

Going forward, Sodexo will continue efforts to enhance food service at GSU. Here are some of the changes we anticipate in the near future (timing will vary):

- New salad items will be presented at the Salad Station
- The Deli will feature toasted sandwiches
- New Energy Drinks are coming
- Operational changes will make serving lines more efficient
- Improve vending machine performance and assess product offerings
- A suggestion/comment box will soon be available for your ideas and concerns

Brian Stanley (General Manager), Selenia McPhee (Assistant General Manager) and all of our staff want to hear your ideas, comments and concerns. Contact them directly, or your GSU contact, Jerad Garrison, so that Sodexo can respond to your feedback.

Thank you, again, for your patronage and patience. We are pleased to be associated with Governors State University and we'll do all we can to meet your dining needs.

Fred Cochran  
District Manager

Brian Stanley  
General Manager

Selenia McPhee  
Assistant GM