Patio Café/Boost App – Student Requests
Kindly, asking for Chartwells to address each item and provide feedback/answers in writing (email/Teams) by October 2020 meeting.

I. Patio Café/Boost
   a. Condiments: Are condiments to be packaged and included in pick-up order? Or should students get condiments from self-service stations?
   b. Staff availability: How to get Chartwell’s staff attention if there is a question about your pick-up order? Often staff are not present.
   c. Lack of Food options – There is a lack of non-pork, vegan, and vegetarian options. Can more options be added?
   d. Text Messages not always accurate: Often, food is ready too early, (20-30 min) before pick-up time. Food is not always labeled with the name of the person placing the order (Ex: Two student with similar order).

II. Boost App
   a. Food Options/Special Orders
      i. Can app be updated with options/add-ons.
      ii. Can we have the option to order fries, without ordering a burger?
   b. Add labels/ingredients for each food item in the app.
      i. Is chicken in salads, Halal?
      ii. Is sausage, pork?
      iii. Are items, gluten, vegan, etc.?
   c. Add more items that are in stock in the Patio Café to the Boost App (Ex: ice cream, drinks, chips, candy).
   d. Chat Back – Can chat back info be included in text message pick up confirmation? This way if there is a problem, students can chat back about their order.
   e. Hours posted in app
      i. Orders are not allowed up until closing time, listed in app. Ordering is cut off 30 minutes before closing time. If closing at 8pm, orders should be allowed until 7:59pm. Otherwise, please list closing hours at 7:30pm, if 7:30pm is the last call. Can you make it possible for students to place orders up until closing time?
      ii. How are students notified of changes in hours? Does Chartwells inform Hunter Hall of changes in hours, immediately? Flyers posted at Hunter Hall, need to be updated as soon as hours are changed.