**UNIVERSITY OF LOUISVILLE**

CHANGES FOR FALL 2025

aramark | UNIVERSITY OF LOUISVILLE

PROPOSAL

UofL Dining is thrilled to introduce cutting-edge technology to campus, enhancing the guest experience with greater convenience, efficiency, and enjoyment. These innovations will be fully owned by UofL, further elevating our commitment to providing top-tier service and engagement for the campus community.
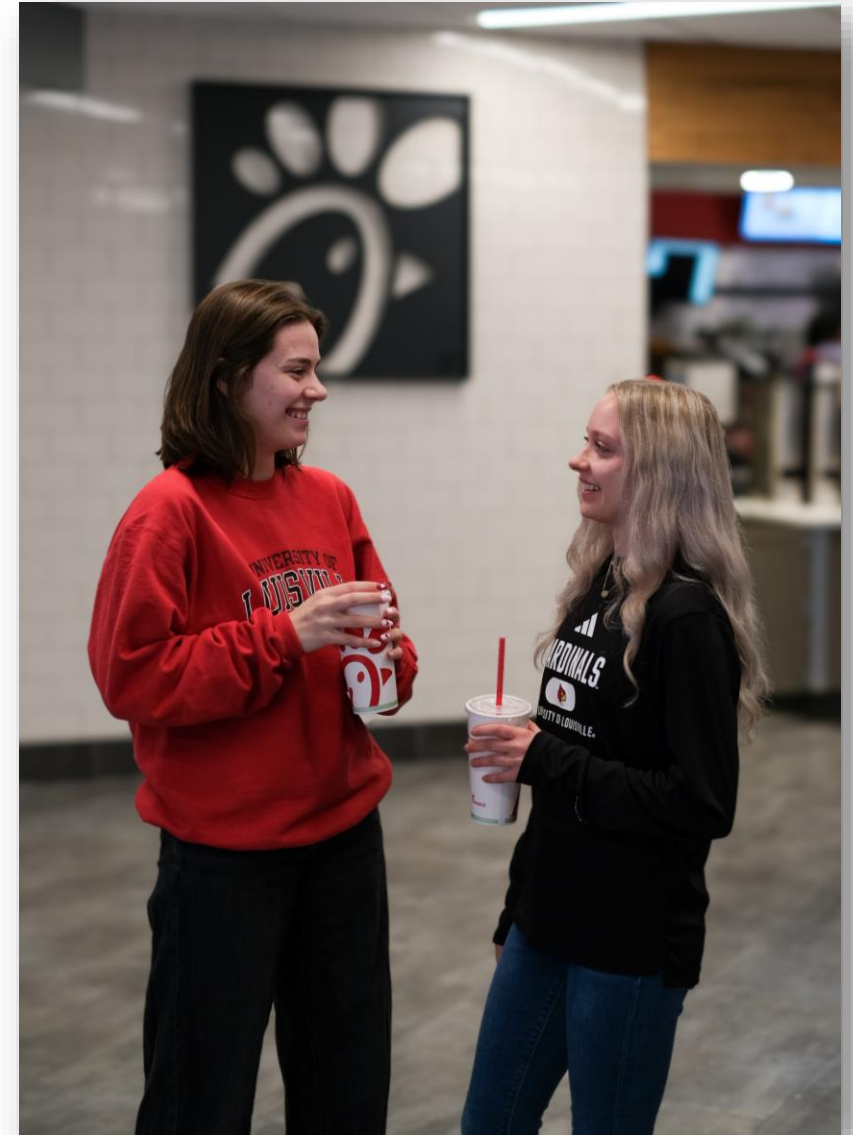
Mapping the Upgrades

Renovations for UofL Dining are scheduled for Summer 2025, with full operations expected by Fall 2025, pending alignment with vendor schedules.

Student Activities Center: GrubHub kiosks will be integrated into The Marketplace, and Wendy's will transition to Subway.

Student Recreation Center: Costa Coffee and Just Baked Vending Machines will be introduced as new dining options, replacing Lueberry.

Duthie Center: Costa Coffee and Just Baked will be introduced as new additions to Duthie's Dash.

J.B. Speed School of Engineering (Not pictured on map): Einstein Bros. Bagels will be introduced as part of the new facility. The Einstein's will remain in the Humanities building.

All equipment is owned by the University of Louisville.

GRUBHUB BENEFITS OVERVIEW

ENHANCING THE ORDERING EXPERIENCE

- Ease of Ordering
- Mobile Ordering Capability
- Streamlining Process for Consistency at SAC

TECHNOLOGY & SECURITY UPGRADES

- Mobile ordering with real-time tracking
- Secure payment verification via QR codes/student ID
- Check-in stations for order validation

OPERATIONAL EFFICIENCY & EXPERIENCE

- Standardized ordering & pickup procedures
- Digital displays for order updates
- Clear signage for pickup locations
- Reduce the need for cashiers and lines forming to check out.

ENHANCING THE
ORDERING
EXPERIENCE

Ease of Ordering
- Simplified and user-friendly interface on all kiosks.
- Clear step-by-step instructions to guide users through the ordering process.

### Mobile Ordering Capability
- Enable mobile ordering for convenience and reduce wait times.
- Check order status and updates through the GrubHub mobile app.

Check-In Stations
- Strategically placed at entrance and key traffic points.
- Digital kiosks for self-check-in and ordering.

Signage
- Clear directional signs to guide users to check-in stations.
- Instructions on how to use mobile ordering and check-in processes.
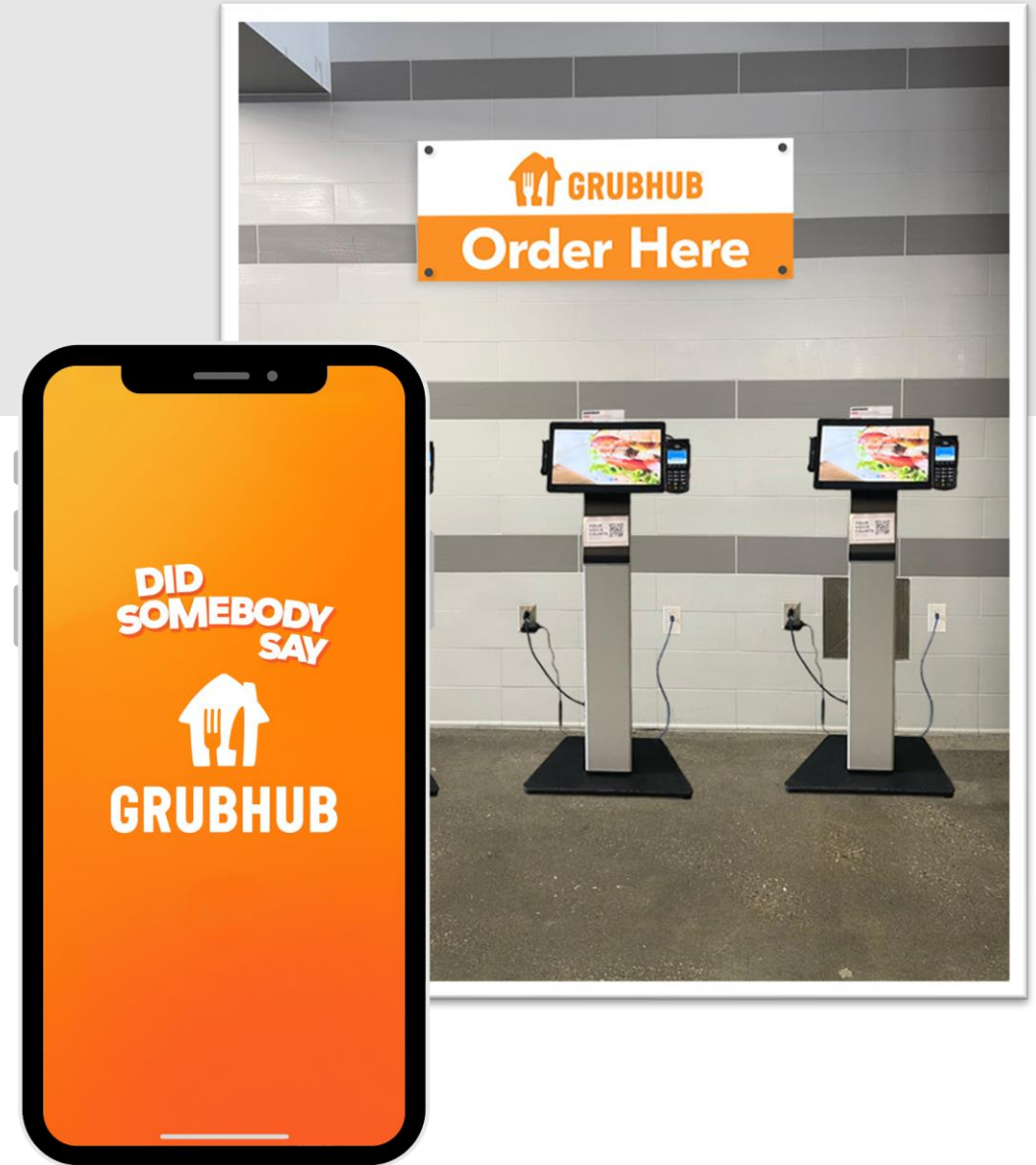
TECHNOLOGY & SECURITY

UPGRADES

- **Secure Ordering:** Unique codes and payment verification (QR/student ID) prevent theft and mix-ups.

- **Streamlined Process:** Automated tracking and uniform workflows across all stations.

- **Mobile Ordering & Updates:** App-based orders with real-time notifications for pickup.

- **Efficient Transactions:** Check-in kiosks and registers at each station ensure smooth, fast service.
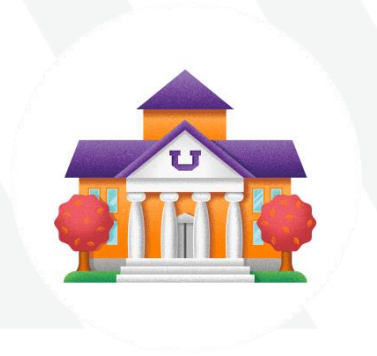
EFFECTS FOR
GUESTS & EMPLOYEES

Guests

- **Faster Ordering:** Streamlined kiosks reduce wait times and eliminate multiple lines.

- **Convenient & Flexible:** Order ahead or while in line—ideal for busy schedules.

- **Improved Accuracy:** Guests select items directly, minimizing errors.

- **Efficient Time Use:** Quick service lets students return to studies or activities faster.

- **Eliminates Lines:** No need to wait in line to pay for your order.

Employees

- **Faster Service:** Automation reduces manual order entry, improving kitchen efficiency and service speed during peak hours.

- **Improved Accuracy:** Direct guest input minimizes errors and reduces corrections, leading to smoother operations.

- **Optimized Staff Roles:** Staff can focus on food prep, fulfillment, and customer service, enhancing team dynamics.

- **Data-Driven Decisions:** Kiosk data helps optimize staffing, menu adjustments, and service strategies.

SMART VENDING

Seamless Payment Options

Students can conveniently use their *Flex Dollars* for quick, cashless purchases. Credit and debit cards also accepted.

Enhanced Accessibility

Fast, easy, and well-balanced options for students on a tight schedule.

Expanded Variety

Smart vending brings more food and product choices to areas that previously had limited options.

Extended Availability

Access vending options anytime the building is open—no need to wait for traditional dining hours.

*Smart Vending will only be offered on the Belknap Campus, since HSC does not require meal plans.

JUST BAKED

The leader in hot food innovation. Provide hot meals 24/7.

Fast Service: In **60 seconds or less**, Just Baked provides you a hot meal. You also can order ahead using our mobile app and pick up at the kiosk when you are ready.

Reliable Meal Source: Catering to **all day parts**, staff and students can get a meal from Just Baked **24 hours a day** ensuring that consumers have access to hot meals during all hours of the day.

Grab & Go: All food is conveniently packaged in sealed grab & go boxes. Each box is uniquely labeled for tracking and inventory control.

Cashless Payments: No need to carry a wallet, Just Baked accepts **Cardinal Cash, Flex Points, Apple Pay, Google Pay, Samsung Pay & card payment providers,** eliminating the need for cash or additional payment cards.

COSTA COFFEE SMART CAFÉ

Combining the sounds, smells and tastes of a bustling café, the Costa Coffee Smart Café offers an on-the-go experience unlike any other.

The innovative touch screen machines are capable of crafting over 200+ barista-quality drink combinations, each served in less than 90 seconds.

Always using real milk and freshly ground Signature Blend beans, the Costa Coffee Smart Café is an irresistible coffee experience for partners seeking quality coffee.

This revolutionary piece of machinery creates a luxurious beverage experience for consumers with little need for human maintenance, providing business owners with a solution for the ongoing labor shortage that the foodservice industry currently faces. **The machines will accept Cardinal Cash and Flex Points as forms of payment.**

Going Cashless

Faster Transactions

Speed up payment processing, reducing wait times and improving overall service efficiency.

Convenient Payment Options

Allow students to pay via mobile apps, student IDs, or cards, offering a modern and user-friendly experience. *We will have a machine to convert cash to cardinal cash on a card for use at dining venues.*

Actionable Insights

Leverage transaction data to optimize inventory, track spending trends, and create targeted promotions.

Sustainability

Reduce paper waste from receipts and minimize the need for physical cash management.

*Proposed for implementation start of Fall semester