

URBAN MOSAIC FOOD CO. 2024



Our CSUDH partners cutting the ribbon to finalize the Grand Opening to Ecogrounds

YEAR IN REVIEW

2024 was a big year for Campus Dining. There were a lot of changes made to enhance the overall dining experience for our students, faculty and staff. We introduced Vicki Coolers to housing, implemented a new Value Menu at the DH Sports Lounge amongst a lot of other things you will see later in this article.

CSUDH asked, we listened! Voice Of the Consumer (VOC), is our direct feedback platform that is utilized to gain more insight as to what our campus community is looking for when it comes to campus dining. With this feedback we have directly implemented it to better our services. Some examples of our direct feedback implementation include our Grab n' Go program, Grubhub expansion, Toro Deals, pizza meal deal, value menu, and menu updates. We have also increased our vegan options with our Compton Vegan partnership. Additionally, we have also expanded our dining options with our vending machines (Farmers Fridge and Vicki Coolers).



urban mosaic
FOOD CO.

- Year End Review
- Event Highlights
- Social Media Content
- Sustainability
- Human Resources



RECENT EVENTS AND PROGRAMMING

GRUBHUB EXPANSION

Jan

In the month of January, we were excited to welcome our students back with a Grubhub expansion. Our campus community is now able to order from Union Grind, Booked & Brewed, DH Sports Lounge and The Drop on the app. The service fee on Grubhub was also eliminated.



SHARING LOVE, SPREADING KINDNESS

Feb

We ended our Sharing Love, Spreading Kindness event series with a bang! Students and staff enjoyed our Build Your Own Brownie Bar event on Valentine's Day! Students also got to enjoy our Valentine's day card station where they take a card that was made by a friend and leave a card made for a friend. This event series was an absolute hit with everyone!

VICKI COOLERS LAUNCH

Mar

Urban Mosaic is constantly looking for ways to enhance the dining experience. In March we introduced the Vicki Coolers on campus. Our two Vicki Coolers are located inside of the Commons Housing unit. The Vicki Cooler offers salads, sandwiches, snacks and beverages.



RECENT EVENTS AND PROGRAMMING



EMPLOYEE APPRECIATION DAY

Mar

In March, we celebrated Employee Appreciation Day! Our staff come in every single day and give it their all. To us it is very important that we shower them with love and recognize them for their hard work. We celebrated Employee Appreciation Day with words from our leadership team, an award ceremony and a team lunch!

ECOGROUNDS GRAND OPENING

Apr

CSUDH welcomes Ecogrounds! Located in the I&I Building, Ecogrounds offers a variety of food and beverage options. Our new coffee shop is a bright and lively space for students to gather or stop by for a quick bite to eat.



CHEF SPOTLIGHTS

MAY

We celebrated and highlighted the many talents our culinary team has to offer with our Chef Spotlight series. The Chef Spotlight series featured dishes curated by Executive Chef, Juan Villanueva as well as our Lead Cooks Hugo Lopez and Joseph Cariaga. The featured dishes were; the Teddy Sope, Chile Ancho BBQ ribs and Chicken Adobo with pancit noodles.

HEALTH & SAFETY / HUMAN RESOURCES / SUSTAINABILITY



HUMAN RESOURCES

STUDENT EMPLOYMENT & INTERNSHIPS

- 236% increase in student employees (Previous Year)- (Current-52)
- 6 Compton Youth Build Participants

HEALTH & SAFETY

CLEAN CAMPUS DINING ENVIRONMENT, SAFE CAMPUS DINING ENVIRONMENT & FOOD QUALITY

CITY/COUNTY INSPECTION DATES & GRADE: 3/14/23 Grade A (ALL LOCATIONS) currently waiting for 2024 inspections.

STAFF TRAINING: Annual Welcome Back Training, Daily Huddles, Weekly Safety Training

Injury Frequency Rate 2023-2024 School year: 4 total incidents 2023/ 0 for 2024

Food Quality VOC Score: 71% (75% Goal) - Looking forward to dining hall



SUSTAINABILITY

Achieved AASHE stars:

- Reached Gold after being Silver in 2020
- Increased score in food and beverage 1.3%

Achieve local sourcing target:

- 28.5% of food and beverage purchases from Aug. 2023- Jan. 2024 were local, third-party certified, and/or plant-based alternatives to meat

Minimize CO2e contributions to campus:

- Donated 520 lbs of food to the Toro Food Pantry between Aug. 2023- March 2024
- Compostable utensils rolled out in November 2023
- Campus Race to Zero Waste Award 2023
- Significantly below North American average for GHG emissions from beef/lamb



GOLD

DIGITAL REACH & GUEST EXPERIENCE



PROMOTIONAL CONTENT FOR THE DH SPORTS LOUNGE

EXPANDING OUR DIGITAL REACH

To expand our digital reach, we now have Facebook as a form of social media. We also utilize email marketing, digital screens, and our website as a part of our digital strategy. Our social media content consists of but is not limited to; Hours of Operations, special announcements, event highlights, promotions, collaborations and much more.

GUEST EXPERIENCE

Serving our community and providing them with the best guest experience is what we do best. Ways in which we work to do so:

- Pop-Up events: 25+ per semester
- Culinary Highlights: 10+ per semester
- Daily Specials or Promotions
- Partner with Local Dining options: Compton Vegan
- Campus Partnerships: 5+ per semester

