



GOD FIRST!



From the desk of the President

Oakwood University
Dr. Leslie N. Pollard



February 7, 2019

Greetings to our Campus Family,

At a Town Hall meeting earlier today, several student concerns were discussed. The issues with Thompson Hospitality were covered in a lively dialogue with me and the Administrative Team, and corrective actions will be implemented immediately.

Among the concerns addressed to me was the amount of time I spend in the Blake Center Dining Hall. Part of my responsibilities include bringing awareness to the University, keeping tuition as affordable as possible, and contacting major donors all over the world, which, unfortunately, pulls me away from the campus. I wish I could enjoy a good meal in the cafeteria more than one or two times per week that I am there. However, after listening today, my plan is to dine more frequently in the cafeteria.

Further, it is our goal to make the Dining Hall experience as pleasant as possible. As I said today in the summary, the concerns seem to revolve around two broad categories—customer service by cafeteria employees and sanitation and food quality. Moving forward, the following action steps will be implemented based on today's conversation:

ITEM #1:

- In response to sanitation issues: a dish monitor will be deployed to be on staff consistently during breakfast lunch and dinner to make sure the dishes exit the dish room clean.
- In order to ensure more effective sanitation and food safety at the salad bar, long-handled spoons and utensils will be procured.
- Hand sanitizers and hand wipes will be placed strategically around the Cafeteria and the Market as a supplement to proper handwashing.

ITEM #2:

- Thompson is communicating directly with the Meal Card Access System provider to ensure the tax feature is disabled for all Traditional Meal Plans with Flex Dollars and Dining Dollar Meal Plans sold by Oakwood University.

ITEM #3:

- The implementation of breakfast carryout began today, Thursday, February 7, 2019, and will continue as part of the standard program.

ITEM #4:

- In response to concerns about customer care and friendliness, Thompson will mobilize their Director of Training and have her retrain our associates over a two-week period. The Director of Training will arrive on campus tomorrow, Friday, February 8. We care deeply about our Oakwood University students, faculty, staff and guests and we take our responsibility to deliver high-quality service, very seriously.

ITEM #5:

- In order to address challenges on a more frequent basis, Thompson suggests a bi-weekly meeting with the Food Service Committee, to evaluate our progress to ensure we are satisfying our customers.

ITEM #6:

- Thompson Hospitality's District Manager will be on site beginning today, February 7. He will be assigned to Oakwood University on a permanent basis, until such time that the challenges are resolved.

ITEM #7:

- Thompson would like to circulate its TH-Cares communication vehicles to ensure our Oakwood University family has access to us.
- Phone: 866-THCares
- Email: THCares@thompsonhospitality.com

I want to invite students to utilize "Walk Up Wednesdays" with my office as one of the many forums we use for students to voice concerns. You may contact the Presidents Office to make your appointment. And remember, in "Walk Up Wednesdays," students get to set the agenda.

Yours in Service and Maranatha!

Leslie Pollard, Ph.D., D.Min., MBA