

10/29/13

**Findings & Recommendations
of the Committee**

**RFP 0031-2013
Dining Services Operations**



**Florida Agricultural and Mechanical University
Board of Trustees Action Item**

Meeting Date October 29, 2013

Agenda Item

Item Origination and Authorization

Policy _____ Award of Bid _____ Budget Amendment _____ Change Order _____
 Resolution _____ Contract X Grant _____ Other _____

Action of Board

Approved _____ Approved w/ Conditions _____ Disapproved _____ Continued _____ Withdrawn _____

Subject: Approval to Execute the Dining/Catering Services Contract

RATIONALE: On June 26, 2013, the University issued a Request for Proposal (RFP) # 0031-2013 – FAMU Dining Service operations to manage and operate the University’s dining/catering services. Responses were received from the following four (4) companies: **Aramark Higher Education, Gourmet Services, Metz Culinary Management, and Sodexo**. An Evaluation Team, appointed by the President, convened to review the RFP responses and presentations.

Based upon the operational information presented in the proposals, the Evaluation Team, ranked the proposers in the following order (#1 being the highest ranked):

1. Aramark Higher Education
2. Metz Culinary Management
3. Sodexo
4. Gourmet Services

At the October 2, 2013 Budget and Finance Committee meeting the University informed the Committee of its decision to negotiate with the top two firms, Aramark and Metz. At its October 3, 2013 meeting, the Board directed the President to return to the Board with the draft of a contract to engage the successful proposer. The University has concluded its negotiations with the top two vendors and has selected Metz Culinary Management as the firm whose proposal is in the best interest of University. The two consultants hired by the University both support the University’s decision.

The information supporting the University’s position is attached and includes a side-by-side comparison of the proposals, site visit evaluations, and reference checks. Also attached are the highlights of the contract.

A draft of the contract will be forwarded later.

RECOMMENDATION: It is recommended that the Board of Trustees authorizes the President to enter into a contract for dining services with Metz Culinary Management, in accordance with the documents attached hereto, subject to the approval by the Office of the General Counsel.



Florida Agricultural and Mechanical University
Board of Trustees Action Item

ATTACHMENTS:

1. Financial:

Summary Comparison of Total Economic Value
Metz's Proposal of Total Economic Value
Aramark's Proposal of Total Economic Value

2. Non-Financial

Site Visit Evaluations
Reference Checks
Additional Information
Clients

3. Proposed Contract Highlights

Prepared By: Byron Williams, Director of Auxiliary Services
Stephany Fall, Director of Procurement Services

Approved By: Joseph Bakker, Interim Vice President

Decision Rationale RFP 0031-2013

The members of the evaluation committee have unanimously concluded that it is in the overall best interest of FAMU to award the dining services contract to Metz Culinary Management and respectfully submits the attached data in support of this recommendation.

Due diligence process: chronology of events:

Proposals received and reviewed September 16 through October 21, 2013

Presentations and Interviews held on September 27, 2013.

Negotiations held October 4th through October 21st.

Site Visits were conducted:

October 4th (Lebanon Valley College and Cheyney University – Metz)

October 14th (University of South Florida – Aramark)

October 15th (University of Central Florida – Aramark)

Reference Checks were conducted:

Cheyney University – October 18th

University of Central Florida – October 18th

Lebanon Valley College – October 21st

Jackson State – October 21st

Committee Consensus

Recommendation To Award the Dining Services RFP to Metz Culinary Management.

Decision rationale:

1) Financial Exhibits

- a) Metz's Proposal of Total Economic Value
- b) Aramark's Proposal of Total Economic Value
- c) Summary Comparison of Total Economic Value

2) Non-Financial Exhibits

- a) Site Visit Evaluations
- b) Reference checks
- c) Additional Information

3) Committee Consensus

Financial Exhibits

Summary Comparison

FLORIDA A&M UNIVERSITY
Cash Analysis of Best and Final Offer for Dining Services RFP
Summary per Terms of the Proposal (Ten Years)
As of October 22, 2013

Description	10 Year Cash Inflow		Difference
	Aramark	Metz	
Fixed, Variable & Bonus Commissions (Aramark -additional 20% Sales >\$8M) (Metz- additional 1% Sales > \$5M)	8,299,295	12,503,202	4,203,907
Capital Investments (Subject to Amortization/Buyback)	5,100,000	3,491,405	(1,608,595)
Facility Enhancement	500,000	0	(500,000)
Scholarships (President)	1,000,000	0	(1,000,000)
Campus Donation	0	500,000	500,000
Fixed Annual Contributions & Utilities	3,000,000	1,000,000	(2,000,000)
Metz Family Foundation Donation	0	1,000,000	1,000,000
Total Economic Value	17,899,295	18,494,607	595,312

Notes:

Source of Information is from the Best and Final Offer.

* Metz One-time Start-up Advance of \$615,000 is payable by January 10, 2014 and repaid to the University by May 31, 2014.

Metz Catering includes Annual Credit (soft money) of \$25K.

Metz

FLORIDA A&M UNIVERSITY
Cash Analysis of Best and Final Offer for Dining Services RFP
Summary per Terms of the Proposal (Ten Years)
As of October 22, 2013

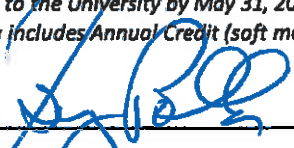
Description	10 Year Cash Inflow	
	Metz	
Fixed, Variable & Bonus Commissions (Metz- additional 1% Sales > \$5M)	12,503,202	
Capital Investments (Subject to Amortization/Buyback)	3,491,405	
Campus Donation	500,000	
Fixed Annual Contributions & Utilities	1,000,000	
Metz Family Foundation Donation	1,000,000	
Total Economic Value	18,494,607	

Notes:

- Source of Information is from the Best and Final Offer.*
- * Metz One-time Start-up Advance of \$615,000 is payable by January 10, 2014 and repaid to the University by May 31, 2014.*
- Metz Catering includes Annual Credit (soft money) of \$25K.*

Verified By _____

Date Verified _____


 10-22-2013

Aramark

FLORIDA A&M UNIVERSITY
Cash Analysis of Best and Final Offer for Dining Services RFP
Summary per Terms of the Proposal (Ten Years)
As of October 21, 2013

Description	Aramark	
Commissions	Original	4,500,000
	Current	4,000,000
	Alternative	4,500,000
Variable Commissions	Original	4,299,295
	Current	4,299,295
	Alternative	4,299,295
Capital Investments	Original	4,118,000
	Current	3,618,000
	Alternative	4,118,000
Sodexo Unamortized Investment Buyback		482,000
Discretionary Funds to be Amortized	Original	1,000,000
	Current	1,000,000
	Alternative	1,000,000
Facility Enhancement	Original	500,000
	Current	500,000
	Alternative	500,000
Scholarships (President)	Original	1,000,000
	Current	1,000,000
	Alternative	1,000,000
Fixed Annual Contributions	Original	3,000,000
	Current	3,000,000
	Alternative	3,000,000
Total Economic Value	Original	18,899,295
	Current	17,899,295
	Alternative	18,899,295

Pre-Payment Options			
Description	Aramark		
Advance Payments	75%	Original	2,110,034
	0%	Current	0
	50%	Alternative	1,406,690

Notes:

Source of Information is from the Best and Final Offer.

Aramark Pre-Payment Estimate is based on 1,400 Mandatory & Commuter Boarders.

Variable Commissions in the Best and Final Offer shows a total of

\$4,299,294; however, the sum of the 10 year detail is actually

\$4,299,295, therefore, this amount is represented.

Verified By _____

Date Verified _____

Non-Financial Exhibits

Site Visits

FAMU SITE VISIT - Aramark

Campus:	Univ of Central Florida	Date:	10/15/13	Time:	Morning
FAMU Evaluators:	W. Rebecca Brown				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management		X	
b. Clean uniforms, hair restraints, shoes, name tags	X		
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		X	
b. Speed, timeliness, courtesy		X	
c. Hot food hot, cold food cold		X	
d. Merchandising, special promotions		X	
e. Taste, appearance, variety, portions	X		
3) Food safety / sanitation			
a. HAACP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS:

Additional Observations:

1. There was a couple of full-service Starbucks in operation with plans to open an additional one soon.
2. In one of the main dining rooms, the food selections were limited and not very tasty. We observed breakfast and lunch and it was not a crowd. Also, the labels identifying the food selections (during lunch) were not changed from breakfast selections.
3. Aramark did not schedule time during the site visit for negotiation team to speak to the client. When asked to call the client to schedule time, the general manager brushed the request off.
4. Aramark doesn't have exclusivity of retail brands. However, the retail brands that are provided by Aramark were preselected without consideration of client's unique requests.
5. General manager seemed to be very persistent of doing things his way. Demonstrated very little flexibility.

FAMU SITE VISIT

Campus:	UCF	Date:	October 15, 2013	Time:	9:15 AM
FAMU Evaluators:	Byron Williams				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management		X	
b. Clean uniforms, hair restraints, shoes, name tags		X	
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		X	
b. Speed, timeliness, courtesy		X	
c. Hot food hot, cold food cold		X	
d. Merchandising, special promotions	X		
e. Taste, appearance, variety, portions	X		
3) Food safety / sanitation			
a. HACCP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS: Poor quality, food bland, meat tough. Aramark GM did not appear to be flexible and did not follow company policy on one issue. Aramark allowed us no time in tour to speak to UCF client.

Aramark Residential

Facility did not appear to be busy, possible low participation. Breakfast menu signage was still up at lunch and lunch signage not posted, lack of attention to fundamentals.

FAMU SITE VISIT - Aramark

Campus:	Univ of South Florida	Date:	10/14/13	Time:	Afternoon
FAMU Evaluators:	W. Rebecca Brown				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management		X	
b. Clean uniforms, hair restraints, shoes, name tags		X	
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		X	
b. Speed, timeliness, courtesy		X	
c. Hot food hot, cold food cold			X
d. Merchandising, special promotions		X	
e. Taste, appearance, variety, portions			X
3) Food safety / sanitation			
a. HAACP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS:

Additional Observations:

1. There was a couple of full-service Starbucks in operation with plans to open an additional one soon.
2. There are two main dining rooms (one is located within a residence hall). There were three total main dining rooms but one was closed due to lack of demand.
3. Aramark did not schedule time during the site visit for negotiation team to speak to the client.
4. Retail brands are preselected by Aramark without considerations of client's unique requests.

FAMU SITE VISIT

Campus:	USF	Date:	October 14, 2013	Time:	12:00 PM
FAMU Evaluators:	Byron Williams				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management		X	
b. Clean uniforms, hair restraints, shoes, name tags	X		
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		X	
b. Speed, timeliness, courtesy			X
c. Hot food hot, cold food cold			X
d. Merchandising, special promotions			X
e. Taste, appearance, variety, portions			X
3) Food safety / sanitation			
a. HACCP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS: Aramark General Manager professional. Innovative food concepts. Food was tasty. 3,600 mandatory meal plans.

Worker did not have hair net, lack of management oversight.

Aramark did not make time for discussions with students or USF staff.

It appeared that vendor did not want us to visit kitchen facilities, but did not refuse when we asked.

FAMU SITE VISIT - Metz

Campus:	Cheyney University	Date:	10/4/13	Time:	Afternoon
FAMU Evaluators:	W. Rebecca Brown				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management		X	
b. Clean uniforms, hair restraints, shoes, name tags		X	
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		N/A	
b. Speed, timeliness, courtesy		N/A	
c. Hot food hot, cold food cold		N/A	
d. Merchandising, special promotions		X	
e. Taste, appearance, variety, portions		X	
3) Food safety / sanitation			
a. HACCP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS:

Due to the time of the site visit (in between lunch and dinner) there was a limited food and traffic so certain things could not be evaluated. These areas were assigned an N/A rating.

The University President and her staff were also interviewed. Overall they are very satisfied with their partnership with Metz. They spoke highly about the general manager's and staff's service quality and flexibility. Also mentioned that the food is good.

FAMU SITE VISIT

Campus:	Cheyney	Date:	October 4, 2013	Time:	1:00 PM
FAMU Evaluators:	Byron Williams				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management		X	
b. Clean uniforms, hair restraints, shoes, name tags		X	
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		N/A	
b. Speed, timeliness, courtesy		N/A	
c. Hot food hot, cold food cold		N/A	
d. Merchandising, special promotions		X	
e. Taste, appearance, variety, portions		N/A	
3) Food safety / sanitation			
a. HAACP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS: 1,100 mandatory boarders. Staff are "Union". Innovative ways for disposing of leftover food. Company made time for us to speak with University President and staff. President was very positive of partnership. University had severe drop in population due to financial aid changes. Metz did not abandon them and continues to work with the University to meet their needs. President very positive of General Manager who is recommended to be operations manager. Students positive and stressed that facilities were always very clean. Timing of visit was at the end of lunch. Limited food and traffic so 2a., 2b., 2c. and 2e. assigned grade of N/A.

FAMU SITE VISIT - Metz

Campus:	Lebanon Valley	Date:	10/4/13	Time:	Morning
FAMU Evaluators:	W. Rebecca Brown				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management			X
b. Clean uniforms, hair restraints, shoes, name tags			X
c. Gloves, hand washing			X
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		X	
b. Speed, timeliness, courtesy			X
c. Hot food hot, cold food cold			X
d. Merchandising, special promotions		X	
e. Taste, appearance, variety, portions		X	
3) Food safety / sanitation			
a. HAACP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

COMMENTS:

The negotiation team spoke to the Vice President of Administration and Information Technology and his Assistant Vice President. They spoke highly of the partnership with Metz. Metz assumed dining operations from a previous vendor that was there for 26 years. According to the University administration, their dining operations were outdated and customer satisfaction was low. Metz has revived and improved their operations as well as customer satisfaction. Metz transitioned on December 13th and opened operations at the beginning of the Spring Semester (January 4th) successfully. Over the years, Metz has invested and updated infrastructure. Additionally, Metz has honored contractual agreements.

FAMU SITE VISIT

Campus:	Lebanon Valley	Date:	October 4, 2013	Time:	9:30 AM
FAMU Evaluators:	Byron Williams				

	Did Not Meet	Met	Exceeds
1) Personnel			
a. Smiles, greetings, suggestive selling, management			X
b. Clean uniforms, hair restraints, shoes, name tags			X
c. Gloves, hand washing		X	
d. Eating, drinking, gum chewing		X	
e. Open sores, cuts, bandages, sickness, personal hygiene		X	
f. No excessive jewelry, nail polish		X	
2) Service / Quality			
a. Cashier, accuracy, receipt provided		X	
b. Speed, timeliness, courtesy			X
c. Hot food hot, cold food cold			X
d. Merchandising, special promotions		X	
e. Taste, appearance, variety, portions			X
3) Food safety / sanitation			
a. HAACP in place, logs up to date		X	
b. Chemicals stored away from food, no evidence of infestation		X	
c. Open food, clean, cold, covered and dated		X	
d. Contractor bath rooms, lockers, clean and orderly		X	
e. No food or disposable ware stored flat on floor		X	
f. Kitchen, loading dock, dry storage, clean and orderly		X	
g. Freezers, coolers, all equipment clean		X	

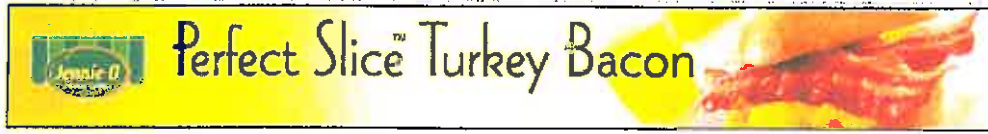
COMMENTS: Staff and management very friendly and professional. Metz Management made time in tour for us to speak with student employees and University Management. Student employees very congenial and positive. Food was delicious. Innovative food concepts. Student Centric focus of management was very evident. General Manager as well as Company Management participated and made sure that we knew they wanted to be partners, very cordial. Company Chairman, President, GM, Regional Vice President and other management present. 1450 mandatory boarders. Lebanon Valley also had Metz start at beginning of January after ending previous contract in December. University VP said Metz did excellent job in short transition.

Additional Information



[REGISTER](#) | [LOG IN](#)

[News & Trends](#) | [Food & Beverage](#) | [Operations](#) | [Onsite Leaders](#) | [Management Companies](#) | [Recipes](#) | [Multimedia](#)



[HOME](#) > [MANAGEMENT COMPANIES](#) > [TOP 50 LISTINGS](#) > [FM TOP 50 2013](#)

FM Top 50 2013

Leading Management Companies Ranked by Revenue



If you've noticed anything different about this year's Top 50, don't worry. It is different. For one thing, we've moved it to March from September to reflect more timely fiscal year-end figures. One thing that hasn't changed is the comprehensive information about the largest players in onsite contract foodservice.

(Among other changes, online viewers can now view an [interactive data table](#) that lets you sort and resort our listings).

As always, the Top 50 is limited to firms with significant manual foodservice volume (though they may also offer other services such as vending, facility management, catering, etc.). Finally, our usual caveat: the listing should not be taken as a strict "ranking" since raw revenue does not necessarily reflect relative market position in a particular segment or operating region. Also, because contract terms (e.g., fee vs. P&L) sometimes obscure the scope of the actual volume a company manages, simple revenue numbers can be misleading.

Arriving at the numbers

Onsite Leaders

- [Innovators](#) Year ▾
- [Top 50](#) Year ▾
- [Best Concepts](#) Year ▾
- [Silver Plate](#) Year ▾

Onsite News Briefs

- [Back to KP Duty?](#)
- [Brown Adds Credit Card Option at Some Campus Eateries](#)
- [School Meal Fund Theft Raises Security Concerns](#)
- [SNA Letter Warns of Shutdown Impact on School Meal Programs](#)
- [Nine More OCPS Schools Qualify for Provision 2 Breakfast](#)

[View More News](#)

Advertisement



Subscribe to the eNewsletters

Top Stories and breaking news

[SIGN UP NOW](#)

[FM's Editors Want Your Opinion!](#)

The number that determines each company's place in the Top 50 is its domestic top-line revenues for fiscal or calendar year 2012 (in millions of dollars). Where numbers are not available, FM estimates are based on known accounts and other information (indicated by an "e").

Click and read about the Top 50 Management Companies

- | | |
|--|--|
| 1. Compass Group North America | 26. Thomas Cuisine Management |
| 2. Aramark Corp. | 27. Southern Foodservice |
| 3. Sodexo, Inc. | 28. MMI Dining Systems |
| 4. Delaware North Companies | 29. Continental Services |
| 5. Centerplate | 30. Creative Dining Services |
| 6. AVI Foodsystems, Inc. | 31. Pomptonian Food Service |
| 7. Trusthouse Services Group | 32. Lakeview Center, Inc. dba Gulf Coast Enterprises |
| 8. Thompson Hospitality | 33. LPM Affiliated Companies dba Epicurean Feast |
| 9. Healthcare Services Group, Inc. | 34. Opa Food Management, Inc. |
| 10. Guest Services, Inc. | 35. Lessing's Food Service Management |
| 11. Xanterra Parks & Resorts | 36. HHA Services |
| 12. Ovations Food Services, LP | 37. Lancer Hospitality |
| 13. Guckenheimer Enterprises, Inc. | 38. Sanese Services |
| 14. Gourmet Services, Inc. | 39. Corporate Chefs, Inc. |
| 15. Legends Hospitality | 40. Food Management Group, Inc. |
| 16. CuiArt, Inc. | 41. Sterling Spoon Culinary Management |
| 17. Unidine Corp. | 42. Prince Food Systems, Inc. |
| 18. Whitsons Culinary Group | 43. Brock & Co., Inc. |
| 19. Metz Culinary Management | 44. Epicurean Group |
| 20. Treat America, Ltd. | 45. Revolution Foods |
| 21. Parkhurst Dining | 46. Luby's Culinary Services |
| 22. Taher, Inc. | 47. Quest Food Management |
| 23. Nutrition Group | 48. Café Services, Inc. |
| 24. Southwest Foodservice Excellence | 49. HHS Culinary & Nutrition Solutions |
| 25. Cura Hospitality | 50. Food For Thought |

[Click Here Take Our Monthly Reader Poll](#)

Commentaries and Blogs

[Goldman Sachs Realigns the Lunch Hour](#)
by **Mike Buzalka**

Posted 2 days ago
in [Mike's Buzz](#)



[What's in a Dorito? \(Tip: "That Melting Sensation."\)](#)

by **John Lawn**

Posted 2 weeks ago
in [Bandwidth on the Run](#)



[Another Reason to Love Cheese](#)

by **Tara Fitzpatrick**

Posted 4 weeks ago
in [Tara's Food Notebook](#)



Newsletter Signup

Sign-up to receive our free newsletters

E-MAIL:

COUNTRY: UNITED STATES



Advertisement



sponsored by **Ventura Foods**
ELEVATING YOUR FOOD SERVICE

Upcoming Events

[RSS](#)

SEP 25 [Natural Products Expo East](#)
Baltimore, MD
Sep 25 - Oct 28 2013

OCT 19 [Academy of Nutrition and Dietetics Food & Nutrition Conference & Expo](#)
Houston, TX
Oct 19 - Oct 20 2013

NOV 09 [International Hotel, Motel & Restaurant Show](#)
New York, NY
Nov 09 - Nov 12 2013

[print](#) | [close](#)

5 Management Companies to Watch: Metz Culinary Management

[Food Management](#)

[John Lawn](#) [Mike Buzalka](#)

John Lawn and Michael Buzalka

Thu, 2011-09-01 11:04

Consistent organic growth has been hard to come by given the economic environment of recent years. In terms of percentages, few companies can argue they've done better than Dallas, PA-based Metz Culinary Management (formerly, Metz & Associates).

With FY 2010 revenues of \$108 million, the company grew 11 percent in the last year and more than 60 percent since 2006, an enviable track record achieved almost exclusively by organic growth.

It also has retained its balanced "broad segment" positioning, servicing accounts across the major noncommercial segments.

President/CEO Jeff Metz attributes the company's strength in significant part to its account retention and says the company's re-branding underscores the increased emphasis it has placed on culinary and hospitality services in recent years. "It's helped us better represent the company we've become to customers and to employees," he adds.

His own background—for more than a decade he oversaw the TGI Fridays/Krispy Kreme franchise businesses that are operated by Metz Restaurant Management, a separate business whose volumes are not included here—has helped. "Creating the kinds of social, casual dining environments people look for today is very important. You need that restaurant mindset on the noncommercial side," he says.

"We continue to operate many traditional cafeteria operations," he says, "but we have sought to enhance them to let people see the food being prepared, the fresh ingredients we use, and to cultivate service models that let customers enjoy the sounds and smells of food being prepared for them."

Metz' traditional territory—Pennsylvania, Ohio, New York and New Jersey—remains its stronghold, but it now manages some satellite operations of key accounts located as far away as Florida, Kentucky and Vermont.

Metz declines to predict how large the company will be in five years, saying its growth depends on opportunities with accounts where it can operate profitably and with the long term relationships it seeks to cultivate.



Welcome, [tombritten@msn.com](#)!

[My Account](#) | [Sign Out](#)

- [News & Trends](#)
- [Food & Beverage](#)
- [Operations](#)
- [Onsite Leaders](#)
- [Management Companies](#)
- [Recipes](#)
- [Multimedia](#)



[HOME](#) > [MANAGEMENT COMPANIES](#) > [METZ CULINARY MANAGEMENT](#)

Metz Culinary Management

 Ranking #19 Metz Culinary Management



In 2012, Metz finalized the acquisition of Smith & Sons Food, Inc, out of Macon, GA, adding 18 healthcare accounts in the Carolinas, Georgia and Alabama. The expansion has allowed Metz to gain a presence in the South,

leading to five additional new accounts to date.

The company also continues to promote the professional development of its staff with Metz University, which trains managers, and Emerging Leaders, which provides managers ready to take on more responsibility with a six-week training regimen that includes development workshops and personal coaching.

Metz has been driving sales with in-house branded concepts like the Bravo display cooking station and Intermetzo, a specialty coffee/grab-and-go outlet; partnerships with national chains like Starbucks, Wolfgang Puck and Krispy Kreme; and promotions like Steaks, Shakes & Pancakes for late-night finals study breaks in college accounts and the Holiday Pie Sale.

Meanwhile, a new wellness initiative called Live Well offers healthier menu options at all meals, education on nutrition and motivation for encouraging healthier lifestyles. One component of Live Well is Super Naturals, a line of six salads consisting of at least six superfoods.

GENERAL INFORMATION

Headquarters

DALLAS, PA

Contact Information

Two Woodland Drive, Dallas, PA 18612

(800) 675-2499

www.metzltd.com

Major Segments Served:

K-12 (30%), Hospitals (28%), Senior Dining (14%), B&I (12%), Independent Schools (10%), College/University (6%)

Business Mix:

Dining Operations (85%), Catering (10%), Other Services (4%), Vending (1%)

No. of Contracts:

2012: 170

2011: 144

Sales Volume:

2012: \$141.10

2011: \$114

Key Executives:

Jeff Metz, President/CEO

Showing 1-10 of 44

Sort by [Best Match](#) [Most Recent](#)

CURATED SEARCH

[Metz Culinary Management](#)

Metz acquired the foodservice accounts of Smith & Sons Food, Inc, out of Macon, GA, last November...

Mar. 6, 2013 | <http://food-management.com/metz-culinary-management-2013>

Onsite Leaders

- [Innovators](#) Year ▾
- [Top 50](#) Year ▾
- [Best Concepts](#) Year ▾
- [Silver Plate](#) Year ▾

Onsite News Briefs

[Brown Adds Credit Card Option at Some Campus Eateries](#)

[Back to KP Duty?](#)

[SNA Letter Warns of Shutdown Impact on School Meal Programs](#)

[School Meal Fund Theft Raises Security Concerns](#)

[Nine More OCPS Schools Qualify for Provision 2 Breakfast](#)

[View More News](#)

Advertisement



Subscribe to the eNewsletters

Top Stories and breaking news

[SUBSCRIBE](#)



[FM's Editors Want Your Opinion!](#)



[REGISTER](#) | [LOG IN](#)

[News & Trends](#) | [Food & Beverage](#) | [Operations](#) | [Onsite Leaders](#) | [Management Companies](#) | [Recipes](#) | [Multimedia](#)

[HOME](#) > [MANAGEMENT COMPANIES](#) > [ARAMARK](#)

Aramark



Fiscal 2012 Sales Volume: \$9,413,000,000*



Aramark operates across the United States and internationally, providing a host of outsourced management services to corporate, public and

institutional clients. In foodservice, it operates across all major onsite segments, with significant market share in each. The company traces its history to a vending concern founded in Philadelphia in the 1930s, but has been a significant international player in managed services since the 1960s. It has been privately held since 2007 when a group of investors led by former CEO and current chairman Joseph Neubauer purchased all outstanding shares.

[More on Aramark](#)

* revenues for North American Food & Support Services unit only

Onsite Leaders

- [Innovators](#) Year
- [Top 50](#) Year
- [Best Concepts](#) Year
- [Silver Plate](#) Year

Onsite News Briefs

[KSU's Molt Among Those Honored by Academy of Nutrition & Dietetics](#)

[Two Northeast Schools Win Golden Carrots for Their Healthy Meal Programs](#)

[Study: Color Coding Helps Promote Healthy Choices in Cafeterias](#)

[Brown Adds Credit Card Option at Some Campus Eateries](#)

[Back to KP Duty?](#)

[View More News](#)

Advertisement

Subscribe to the eNewsletters

Top Stories and breaking news

[SUBSCRIBE](#)



Ranking #2

GENERAL INFORMATION

Aramark Corp
PHILADELPHIA

Contact Information
1101 Market St, Philadelphia, PA 19107
(215) 238-3000
www.aramark.com

FINANCIAL INFORMATION

Sales Volume
2012: \$9,413
2011: \$9,019
2010: \$8,605

No. of Contracts
2012: 5,129
2011: 4,800(e)

ARTICLE

SEP. 27, 2013

Michigan Panel Approves Prison Food Outsource Deal

The Michigan State Administrative Board has approved Gov. Rick Snyder's plan to privatize food service for the state's 45,000 prison inmates under a \$145 million, 3-year contract....[More](#)

ARTICLE

SEP. 9, 2013

A Look at Aramark's IPO

Here's a look at the registration statement Aramark filed with the U.S. Securities and Exchange Commission (SEC) for a proposed initial public offering of its common stock....[More](#)

ARTICLE

SEP. 3, 2013

WKU Offering Free Meals to Boost Meal Plan Sales

Western Kentucky University is attempting to boost meal plan sales by offering select students a free meal at its Downing Student Union location....[More](#)

ARTICLE

SEP. 3, 2013

Field Museum Signs Deal With Aramark

Higher Education Clients

Lebanon Valley College

101 North College Ave.
Annville, PA 17003
Greg Krikorian, Vice President of
Student Affairs
717.867.6328

Residential Meal Plan - 1,450 Mandatory
Commuter Meal Plan - 400 Voluntary

Ursuline College

2550 Lander Road.
Pepper Pike, OH 44124
Amy Lechko, Acting Assistant Vice
President for Student Affairs
440.646.8336

Residential Meal Plan - 190 Mandatory
Commuter Meal Plan - 25 Voluntary

Marlboro College

2582 South Road
Marlboro, VT 05344
Bryant Morgan, Chief Planning &
Budget Officer
802.451.7160

Misericordia University

301 Lake Street
Dallas, PA 18612
Sister Jean Messaros, Vice President
of Student Affairs
570.674.6320

Residential Meal Plan - 1,200 Mandatory
Commuter Meal Plan - 300 Voluntary

Cheyney University

Cheyney & Creeks Roads
Cheyney, PA 19329
Dr. Suzanne Phillips,
Vice President of Student Affairs
610.399.2217

Residential Meal Plan - 1,100 Mandatory

Gannon University

109 West 7th Street
University Square
Erie, PA 16541
Keith Taylor, President
814.871.7609

Residential Meal Plan - 650 Mandatory
Commuter Meal Plan - 600 Voluntary

Johnson College

3427 North Main Ave.
Scranton, PA 8508
Jeffrey Novack, Chief Financial
Officer
570.702.8920

Residential Meal Plan - 42 Mandatory
Commuter Meal Plan - 220 Voluntary

Lake Erie College

331 W. Washington Street
Painesville, OH 44077
Rick Eplawy, Vice President of
Finance
440.375.7225

Residential Meal Plan - 525 Mandatory
Commuter Meal Plan - 55 Voluntary

Mount Aloysius College

7373 Admiral Perry Highway
Cresson, PA 16630
Suzanne Campbell, Senior Vice
President of Administrative Services
814.886.6385

Residential Meal Plan - 516 Mandatory
Commuter Meal Plan - 30 Voluntary

University of Pittsburgh at Bradford

300 Campus Drive
Bradford, PA 16701
Rhett Kennedy, Associate Dean of
Student Affairs
814.362.7653

Residential Meal Plan - 875 Mandatory
Commuter Meal Plan - 25 Voluntary

University of Pittsburgh at Titusville

504 East Main Street
Titusville, PA 16354
Checka Leinwall, Vice President of
Student Affairs
814.827.4469

Residential Meal Plan - 180 Mandatory



Lebanon Valley College

January 27, 2010

To Whom It May Concern:

Recently Lebanon Valley College entered into a partnership with Metz & Associates in which they would serve as the food service provider for our College community. Once finalized this relationship will extend over 10+ years.

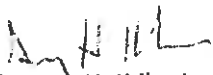
In reflecting back on our decision to select Metz & Associates it is helpful to understand the process we have gone through. Over the last twelve months we have visited 14 other campuses that represented a variety of food service operations that included the largest companies in the food service industry, regional companies, and self-op's. We developed a RFP that received seven responses again from various sizes of entities. Ultimately, we seriously considered four of the respondents and made a decision to formalize an agreement with Metz & Associates.

Our decision to select Metz & Associates was based on several factors that I will briefly note. Initially, of course it starts with the quality of the product that they provide: the food tastes good! Next and very importantly was that the financial parameters of the agreement align with our institutional limitations.

We are very pleased with the level of support and leadership that Metz will provide. They are clearly a well run/hands-on organization. They are responsive and provide innovative thinking, but are also willing to incorporate institutional culture into their operation. Equally exciting is their creative and progressive commitment to the programs and operations that make up the array of services that are offered.

We are pleased with the immediate impact Metz & Associates has had on the LVC campus. The relationship they aspire to have is collegial and collaborative. I am happy to provide further feedback on our experience in selecting this company as well as the process we went through. Please feel free to contact me at (717) 867-6238 or krikoria@lvc.edu.

Sincerely,



Gregory H. Krikorian

Vice President for Student Affairs



RFP 0031-2013
Major Contract Highlights

RFP 0031-2013 Major Contract Highlights

1. Term – Five (5) year term commencing December, 2013 through December 31, 2018 with an option to renew for an additional five (5) year term.
2. There will be no shortfall penalties.
3. Financial Incentives as denoted in the Financial Summary signed and approved by Metz Culinary Management on October 22, 2013 with an economic value of \$18,494,607 over the ten year period.
4. Meal Plan Options that will provide unlimited access for student dining. The cost for these plans will remain the same as currently paid by students and faculty for the first eighteen (18) months.
5. Funding for improved Residential Dining and Retail Establishments.
6. All requirements as set forth in the specifications of Dining Services RFP 0031-2013 are incorporated into this contract.