FACILITY ENHANCEMENTS

Describe in detail the Service Provider’s proposed Capital Investment Plan. This plan should be a long-term vision as to the opportunities on campus immediately and into the future. Illinois Tech will be the custodian of the capital monies and will manage internally all agreed upon projects.

It is our goal to support IIT as you continue to grow and prosper. Your future promises to be both exciting and challenging. Through our strong partnership and Chartwells’ vision, experience, expertise and resources, we want to assist in achieving the goals of your master plan and your mission.

OUR STRATEGIC PARTNERSHIP

Collaboration, innovation and stewardship are mainstays of what our strategic partnership will bring. We commit throughout our partnership to remain invested in improving the experience for students and your growing campus community. We will continuously compel dialogue providing you innovative ideas for consideration, being sound stewards of the resources entrusted to us to produce the best outcomes.

OUR SOLUTIONS FOCUS ON WHAT IS IMPORTANT TO YOU

- A robust and responsible financial package
- Expanded accessibility – Additional national brands, refreshed retail and resident dining and increased hours of operation to meet the changing needs of students on campus
- An engaging and continuously innovative dining services program fostering community and socialization, well-being and student success
- Leverage technology to enhance services and facilitate communication and engagement with the campus community
- Ongoing environmental stewardship and corporate citizenship through community outreach

Dining services has a major impact on how the University is perceived by current and potential students, alumni and other key stakeholders on campus and in the greater business, civic, national and international communities. Our plan to enhance the current dining program is as follows:
THE COMMONS

This area will be transformed into a comfortable environment where guests can pop in for a quick bite or stay and hang out with friends. New, sleek and modern station branding and an all new lineup of station offerings will enhance the atmosphere increasing the variety and diversity of offerings. New and varied seating options will lend to a more welcoming feel for students that want to dine and study alone or in small groups to large community tables for group meetings and study groups.
CENTER COURT

Every day, hundreds of students flow through Center Court. Housing the primary retail dining outlet, it is a main hub of activity on campus. This makes the area critical, ensuring that modern gathering spaces and student-centric menus are showcased. Our high-level goals for Center Court include:

- Develop a modern and relevant facility that encourages speed of service and greater throughput in the retail spaces
- Refresh the culinary offerings using On-site Insights and E15 data research
- Modernize the serving areas and surrounding seating areas to include furniture, interactive digital and electrical amenities that Gen Z expects
- The addition of Moe’s Southwest Grill, a popular national brand, Neapolitan Express, a Thompson Hospitality and proven brand in the marketplace, and more diverse locations with the addition of Saffron Indian Cuisine
10 WEST

Refreshed look and branding creating an inviting space that screams freshness and flavor. Our goal is to give off that signature Starbucks vibe paired with great hot sandwiches, grab and go sandwich and salad options as well as Neapolitan Pizza features!
TALON'S

Your students are asking for authentic flavors. We answered! This space will make you feel like you are entering China Town. We will offer a rotating menu of foods from throughout Asia along with a Tea House. The marketing, station signage, and graphics will all match.
GLOBAL GROUNDS

Our vision for this space is a hip and trendy spot for guests to grab a quick coffee, smoothie, donut or grab and go salads and sandwiches for those in a hurry. Featuring the full lineup of Starbucks beverages to get students through the day and Do-Rite Donuts for that local connection. Unique smoothies round out the offerings adding healthy alternatives.
6TH FLOOR - IIT TOWER

This space is all about technology. From our iPhone Coffee Bar to our Smart Market, guests will experience cutting-edge technology throughout their experience. The look is sleek and modern.
PRITZKER CLUB

This space will house our pop-up Teaching Kitchen allowing for versatility and dynamic programming. This space is all about the culinary experience – the focus is on freshness, food and culinary talents.
KAPLAN INSTITUTE

We will bring a fully licensed Starbucks store to this building! This power brand will transform the space creating a place for students to hang out, co-workers to meet, and all guests to grab a quick drink or stay for a while and hang out, study, and relax.

All of the areas discussed in this section will begin to occur immediately upon takeover. We will work with you to determine project timelines based on scheduling that fits the needs of the campus.

INTO THE FUTURE

We know that trends and guests tastes are ever changing. Our model keeps that in mind and includes ongoing refreshes and enhancements to the dining program facilities and locations. We will continuously refresh locations based upon a mutually agreed upon plan. Funds are allocated to this to ensure an ever evolving and high quality dining program that meets the needs of IIT.
MEAL PLANS
Chartwells is excited to introduce new meal plan options. These include continuous dining, which was extremely popular with the students. We will review student preferences, and if there is a need to modify the plan offering we will do so in conjunction with campus leadership.

<table>
<thead>
<tr>
<th>Current Meal Plans</th>
<th>Proposed Meal Plans</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hawk 21: 21 meals per week + 75 Dining Points (includes 25 meal exchanges)</td>
<td>Hawk Unlimited: Unlimited meals per semester + 75 Dining Points</td>
</tr>
<tr>
<td>Hawk 19: 19 meals per week + 75 Dining Points (includes 25 meal exchanges)</td>
<td>Hawk 15: 15 meals per week + 100 Dining Points</td>
</tr>
<tr>
<td>Hawk 14: 14 meals per week + 175 Dining Points (includes 20 meal exchanges)</td>
<td>Hawk 10: 10 meals per week + 400 Dining Points</td>
</tr>
<tr>
<td>Hawk 175: 175 meals per semester + 125 Dining Points (includes 35 meal exchanges)</td>
<td>Hawk 150: 150 meals per semester + 400 Dining Points</td>
</tr>
<tr>
<td>Hawk 50: 50 meals per semester + 50 Dining Points (includes 5 meal exchanges)</td>
<td>Hawk 50: 50 meals per semester + 50 Dining Points</td>
</tr>
<tr>
<td></td>
<td>Hawk 20: 20 meals per semester + 100 Dining Points</td>
</tr>
</tbody>
</table>

SUMMER CONFERENCE RATES
Chartwells will honor established rates for the groups already scheduled for business for the summer of 2018.

COMPASS GROUP RESOURCES
Chartwells will provide the use of Compass Digital Hospitality and E15, analytics tools that help us to precisely target our guests’ needs and deliver services. The use of these programs has been shown to grow sales by 6 to 8 percent. These services, valued at $15,000 for E15 and $25,000 for Compass Digital Labs, will be provided at no cost to Illinois Institute of Technology. With this partnership, Chartwells takes a holistic view of the campus experience. Looking at the health and wellness needs on campus, traffic patterns, feedback from students and existing hardware, Chartwells brings innovation that solves for each campus’ unique needs. By looking at historical sales transactions and customer interactions, we can cultivate model predictive patterns that can support targeted marketing and strategic operational engagement systems for the IIT Dining program.