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**Committee:** University Administration and Finance

**Draft:** Final Draft

### **University Bill to Establish a Satisfaction Guarantee Standard and abolish Mandatory Meal Plans for students living in the residence halls**

**Whereas,** expensive Mandatory Meal Plans discourage students from living on campus.

**Whereas,** different class schedules among students necessitate flexibility in dining hours of operation and food served at those times.

**Whereas,** there is a lack of diversity in food options that reflect the diversity of the student population.

**Whereas,** there are a limited amount of Meal Plan options.

**Whereas,** there is a lack of food provisions during various school breaks throughout the year.

**Whereas,** mandatory meal plans have reduced the motivation of Aramark to enforce customer service standards and proper handling of food.

**Whereas,** in Aramark's final bid for servicing the University of Houston it explicitly stated "we will support a policy which allows upperclassmen in on campus housing to exercise a satisfaction guarantee."

**Whereas,** in Aramark's final bid for servicing the University of Houston it explicitly stated that by year three they would "provide freshman meal plans a 'Satisfaction Guarantee' program."

**Whereas,** all student classifications across the board have expressed dissatisfaction with Aramark's food services.

**Whereas,** in Aramark's final bid for servicing the University of Houston it explicitly stated that it "is committed to supporting the Universities goal to clearly determine the best solutions regarding the development of a non-mandatory dining program."

**Whereas,** in Aramark's final bid for servicing the University of Houston it explicitly stated "We will support University of Houston's desire to move the dining program to a non-mandatory residential base."

**Therefore, be it enacted by the Senate of the 45<sup>th</sup> Student Government Association of the University of Houston:**

Section 1: Aramark follow the commitment held in their final bid to support the University of Houston's desire to move the dining program to a non-mandatory residential base and establish non-mandatory meal plans for residents by fall 2008.

Section 2: Aramark revise the dining hours to accommodate the flexibility demanded by students.

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Stephen J. Quezada  
Speaker of the Senate  
Student Government Association

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Date

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Samuel Dike  
President  
Student Government Association

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Date

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Dr. Renu Khator  
President, University of Houston  
Chancellor, University of Houston System

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Date