

16,000 MEALS A DAY

How Yale Does It

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Yale Hospitality

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Senior Manager, Marketing & Communications
Yale Hospitality



HOSPITALITY



**Copy-paste the link to your web browser
or click the link to watch the video we
presented on this page:
[https://www.tiktok.com/@emmezhou/
video/7288869573380558111](https://www.tiktok.com/@emmezhou/video/7288869573380558111)**

Welcome





WHO WE ARE & WHAT WE DO



Yale University's Mission

Yale is committed to improving the world today and for future generations **through outstanding research and scholarship, education, preservation, and practice.**

Yale Hospitality's Mission

To nourish a culture where growing, cooking, and sharing food remain an **unforgettable experience for the Yale community and beyond.**



Multi-Faceted Experiences for a **Diverse Campus Community**

RESIDENTIAL



**RETAIL &
AUXILIARIES**



STUDENT CENTER



**CATERING
(INCLUDING
FLORAL)**



**CULINARY
SUPPORT
CENTER**



**WEST CAMPUS
FARM**





Residential

- **2,000,000** meals annually
- **12,000** meals per day
- **8,000** guests for Alumni Reunions
- **6,000** students
- **350** employees
- **14** dining halls



Retail & Auxiliaries

- **90** team members
- **11** campus cafes & stores

Café 25 at Science Park

Café Law

Café Med

Charley's Place at Yale School of Management

Health Center Café

McNay Café at Yale School of Management

Ramen at Ground

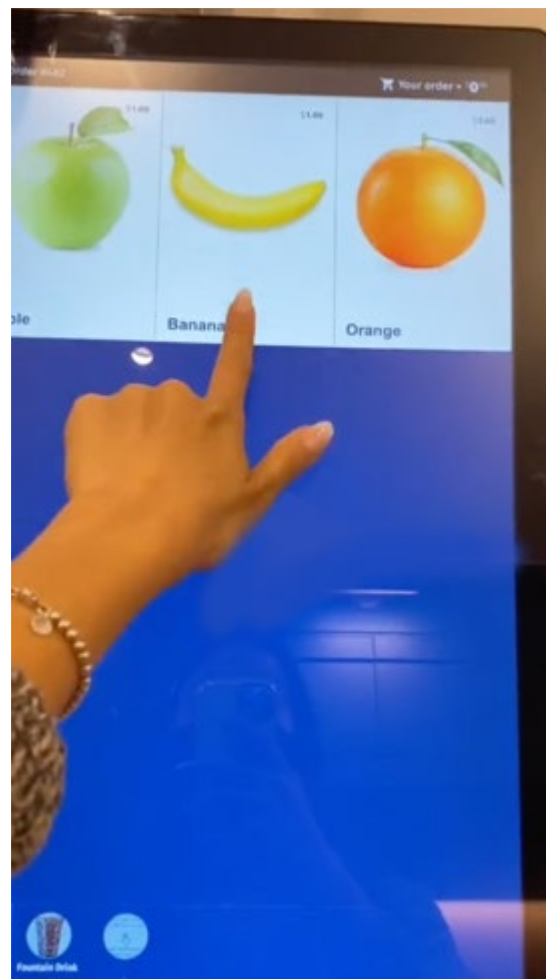
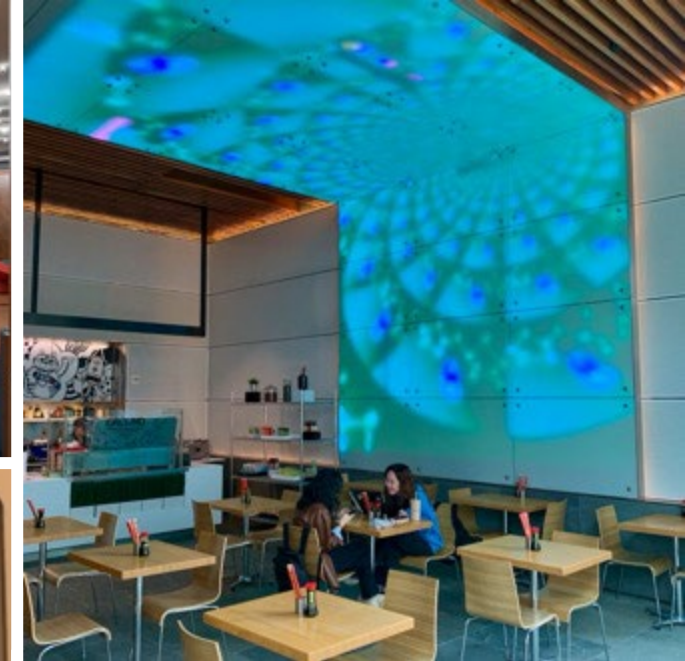
Slifka Center Dining

Steep Café at Yale Science Building

The Refectory at Divinity

West Campus Café

- **144** vending machines





Yale Schwarzman Center

“Student Center”

- **545,899** transactions this past academic year
- **2,000** meals per day in Commons
- **3,000** meals in underground
- **5** distinct operations

“Commons”

Rooted
Pasta e Basta
Rostir
Lotus

“The Underground”

Elm
Ivy
The Bow Wow
The Well



Catering

- Full-Service & Drop Off
- **2,000** events annually
- Over **400 daily meal drop off orders** (250% increase from 2019)
- **150** banquet servers (over 75 local residents)
- Significantly expanded operational footprint

Team Building & Conference Packages
Award Winning Menus
Drop Off Catering
Celebration Cakes
Event Planning & Resources





Culinary Support Center

- **30,000** square feet
- **400 dozen** cookies a day
- **10,000** pounds of salad a day
- **500** sandwiches a day
- **9** trucks in our fleet that start at 4 AM
- Hot food for about **400** a day (not including catering event food)

Yale West Campus Farm

- Quarter-acre dedicated to hosting **44** raised-garden beds
- **Anyone** can claim for the growing season
- Greenhouse
- Orchards including **maple trees for tapping** and elderberry trees
- Blueberry bushes
- Nature trails
- Community-building **events** and **food literacy** events



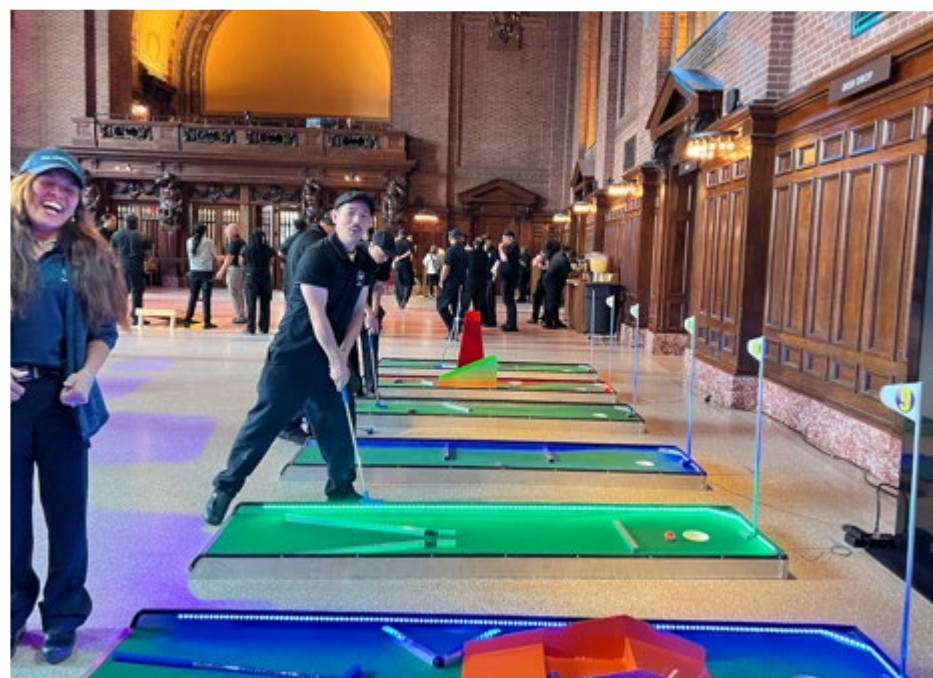
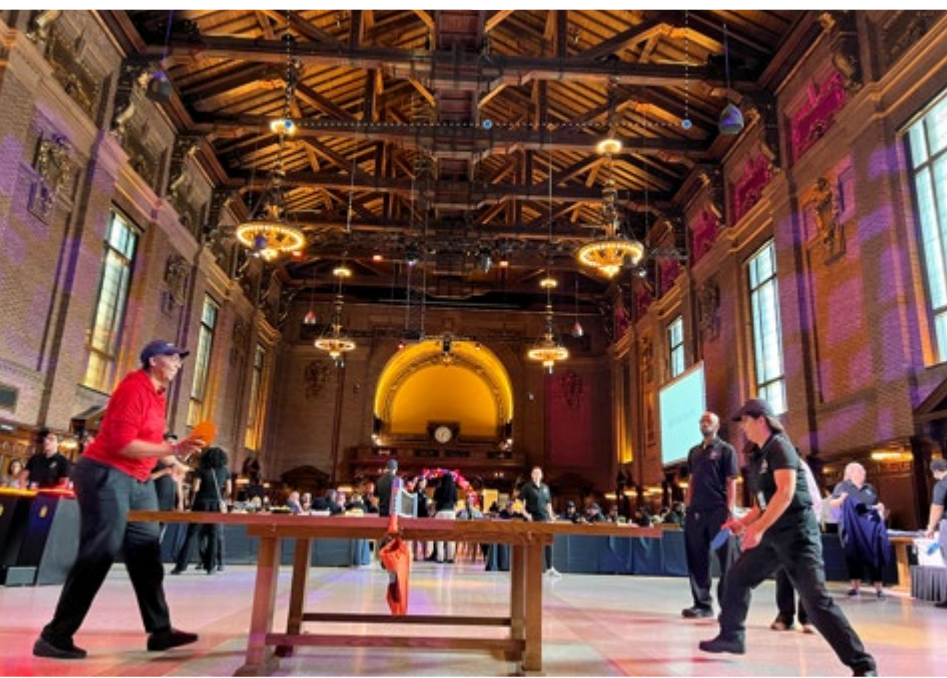


PEOPLE

Team

- **585** total YH team members
 - 502** S&Ms
 - 79** M&Ps
 - 4** C&Ts
- **400** casuals & banquet servers







**Follow the link to watch the video we presented on this page:
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Team Spirit

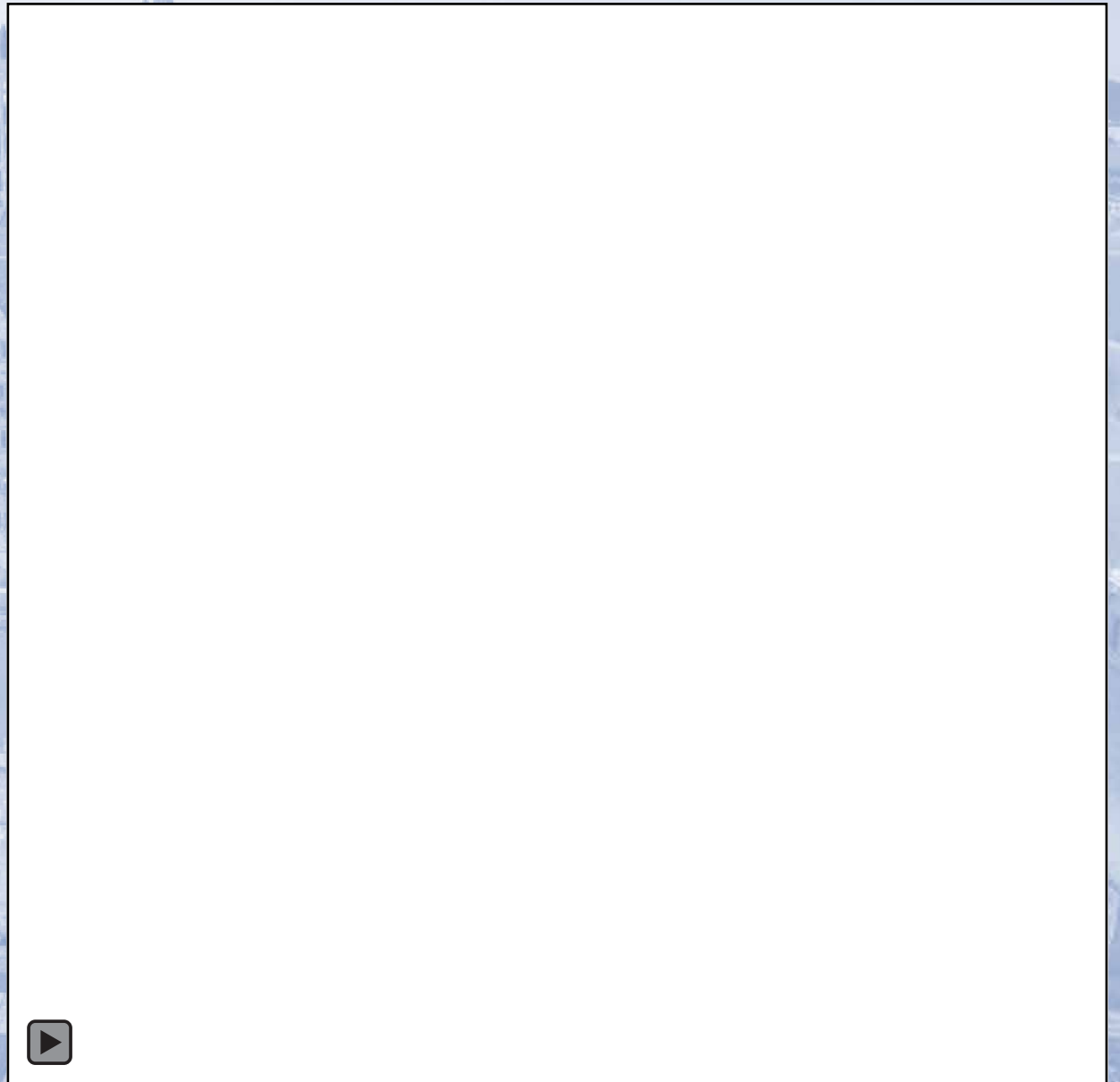








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HOW WE DO IT



APPROACH



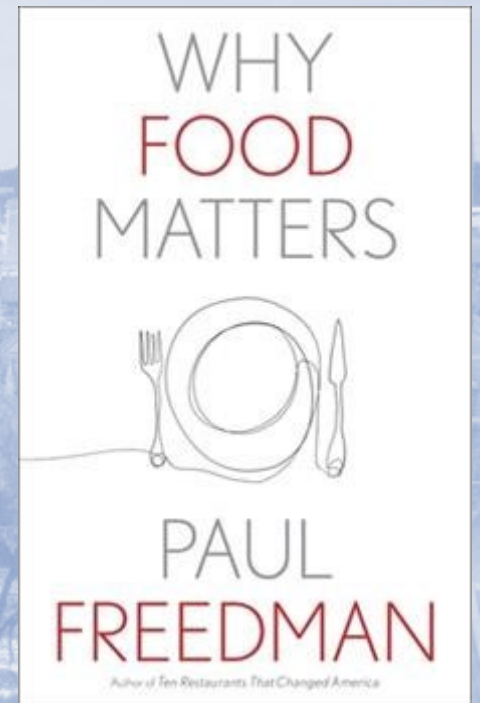
VISION

“To chart the course for ambitious national and international collaborations on sustainability research, teaching, and practice.”

- Peter Salovey | President, Yale University



“What people eat does matter for the formation of identity, the preservation of health, the perception of others and the future of the natural world.”





TRANSACTIONAL

Food & Culture

Literacy

Community

Leadership

Resiliency

TRANSFORMATIONAL

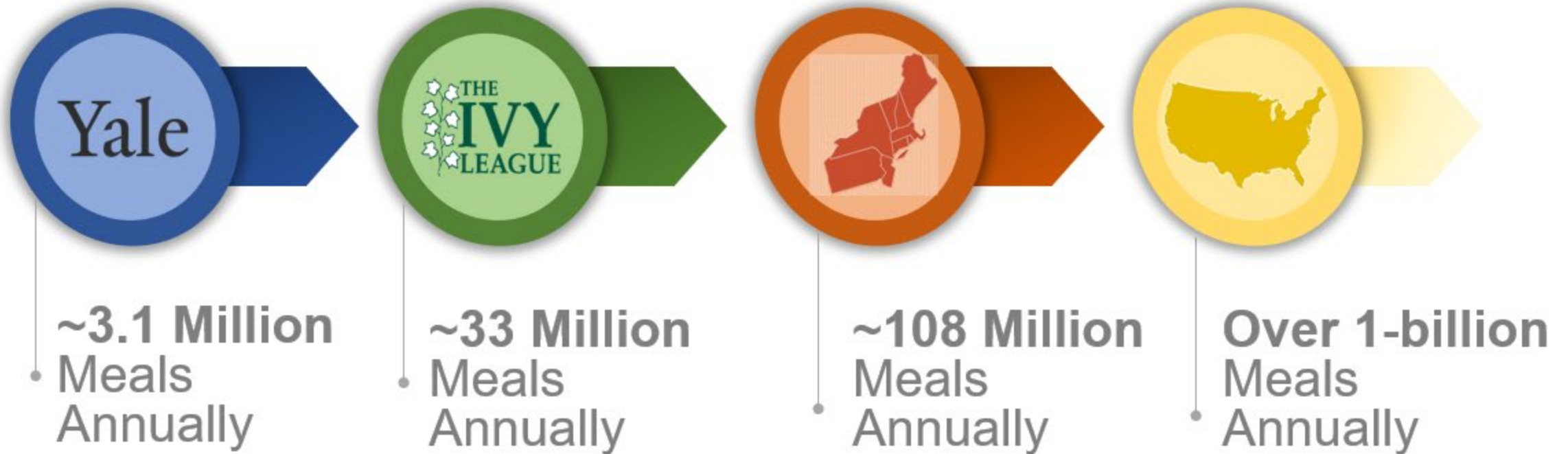


TRANSFORMATIONAL



TRANSACTIONAL

Scaling Up the Change...



*Sources for student enrollment data: Ivy Coach, American Council on Education, College Raptor. Calculations based on 30 academic weeks, approximately 19 meals per week



United Nations



Food Systems Summit 2021

1

NOURISH

All People

2

BOOST

Nature-based Solutions

3

ADVANCE

Equitable Livelihoods,
Decent Work and
Empowered
Communities

4

BUILD

Resilience to
Vulnerabilities,
Shocks and
Stresses

5

ACCELERATE

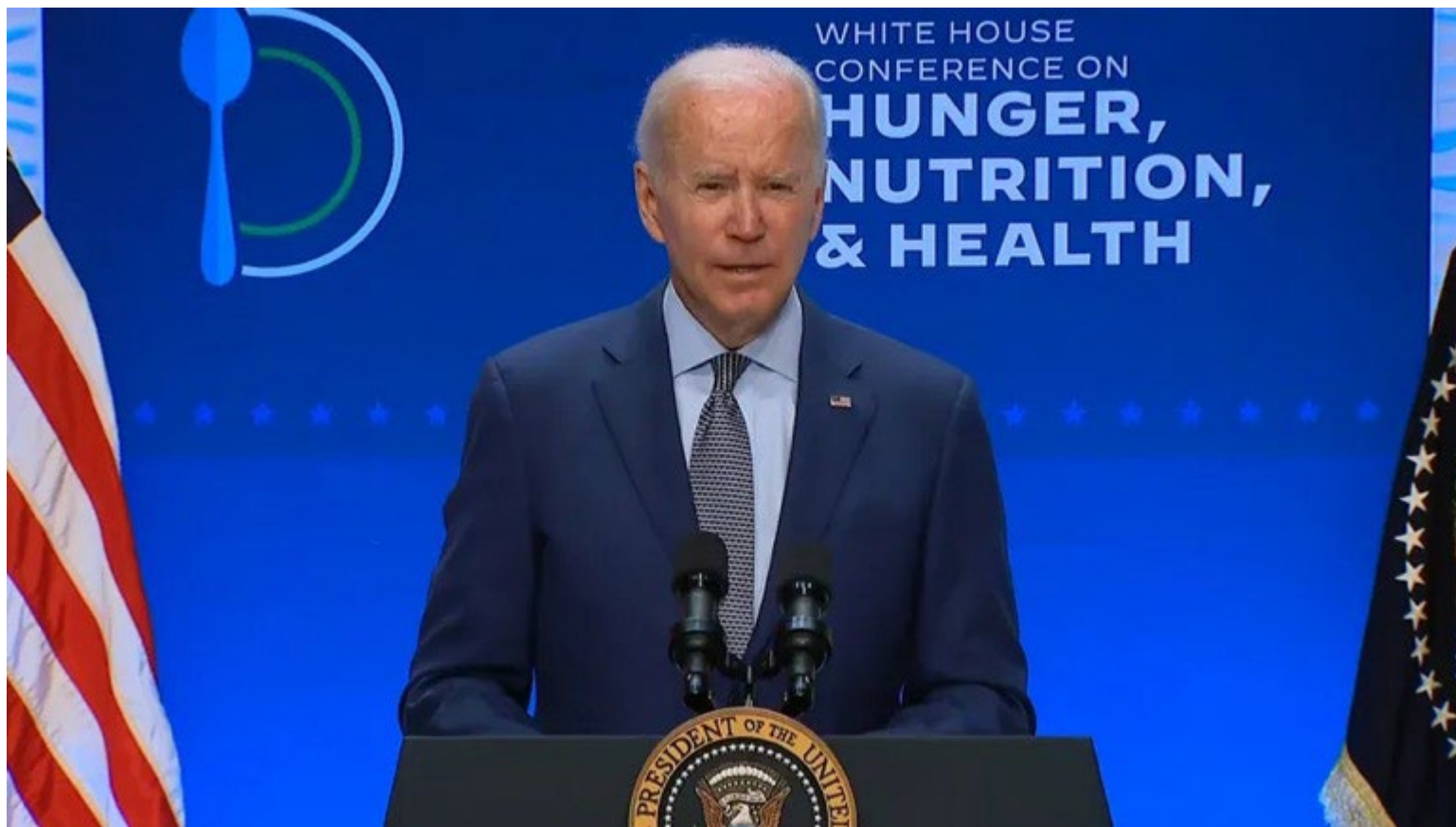
The Means of
Implementation

Five action areas to help inform the transitions needed to realize the vision of the 2030 Agenda have emerged from the Summit process.

5 Action Areas



WHITE HOUSE
CONFERENCE ON
**HUNGER,
NUTRITION,
& HEALTH**



White House



WHY US & WHY NOW?



STUDENTS TODAY, LEADERS TOMORROW



Yale HOSPITALITY





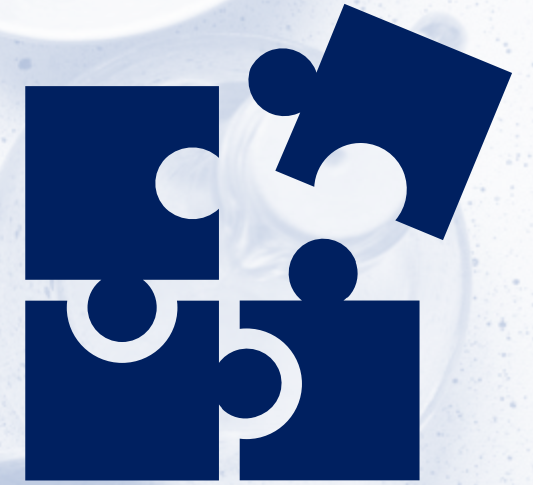
NUTRITION & DIET



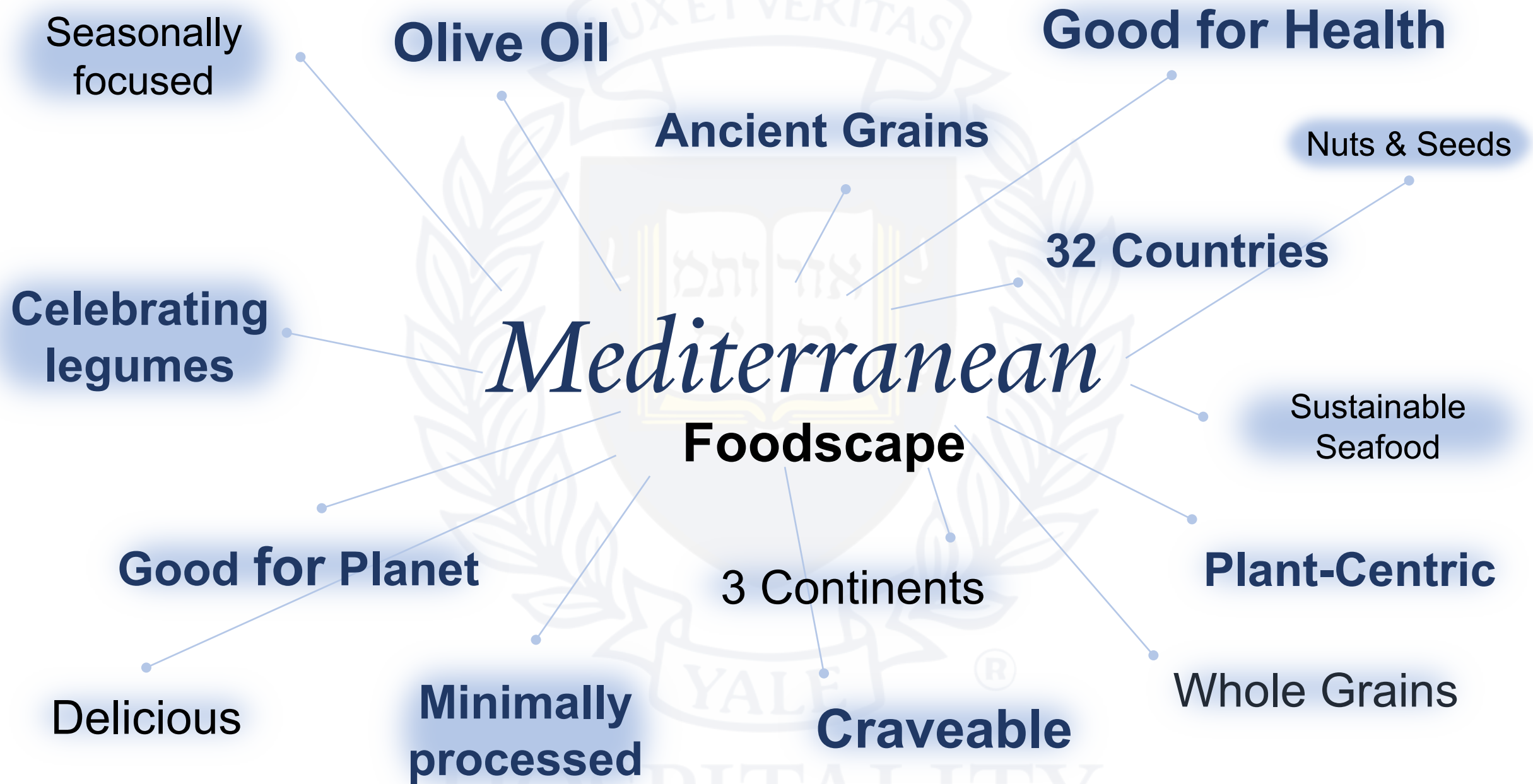
FOOD & CULTURE



FOOD & CULTURE



NUTRITION & DIET





6x

Olive Oil

CONSUMPTION AT YALE

6,950 Gallons
Of Olive Oil x Year

1.28 Gallons
(5.85 Liters) Per Student

United States Average: 1.1 Liters





PROCUREMENT

Sourcing & Sustainability

- Our sourcing methodology **is fair for farmers, producers, and workers**
- Partner with leading food industry companies to create products with widespread appeal that are in-line with **emerging trends** and with our **core values**
- Rely on the input of faculty about global issues and **ground-breaking ideas**. Where possible, we support their research and teaching in our applied environment
- **Engage with undergraduate students** to support the **exploration of their ideas** and to help them understand their application in the world beyond academia. In return, students shape our understanding of future generations, their choices and the issues that they care about deeply



Better for You, Better for the Planter

- A Food Organic Waste Reduction Initiative began in 2019 that resulted in a carbon footprint reduction of **242 tons**
- **Reducing the number of vehicles** making deliveries to campus
- Energy Star approved kitchen equipment
- Implementation of new cloud-based technologies, including Jamix (menu management **software designed to control food costs and waste**), and Zenput (software that facilitates productivity and ensures food safety)
- Rollout of propane delivery vehicles
- Low-flow pre-rinse dishwashers
- Variable hood speed control
- Elimination of garbage disposals to **composting**



Yale's Sustainability Plan

1 Leadership

DEMONSTRATE LOCAL AND GLOBAL LEADERSHIP IN SUSTAINABILITY TEACHING, RESEARCH, SERVICE, AND OPERATIONS

2 Empowerment

FOSTER A DIVERSE AND INCLUSIVE SUSTAINABILITY MOVEMENT

3 Health & Well-Being

ENHANCE HEALTH, WELL-BEING, AND ECOSYSTEM VITALITY

4 Climate Action

TAKE URGENT ACTION TO MITIGATE CLIMATE CHANGE AND PROACTIVELY ADAPT TO ITS IMPACTS

5 Stewardship

PLAN AND PRESERVE RESILIENT AND SUSTAINABLE INFRASTRUCTURE AND LANDSCAPES

6 Built Environment

DESIGN, BUILD, AND MAINTAIN RESILIENT AND SUSTAINABLE BUILDINGS

7 Mobility

PROMOTE AND SUPPORT HUMAN AND ECOSYSTEM HEALTH THROUGH SUSTAINABLE TRANSPORTATION

8 Materials

ENSURE SUSTAINABLE CONSUMPTION AND DISPOSAL PATTERNS

9 Technology

EXPLORE INNOVATIVE TECHNOLOGICAL PLATFORMS TO ADDRESS SUSTAINABILITY CHALLENGES





Healthy

- Reduce animal protein
- Healthy oils
- Minimally processed
- Whole grains and Legumes
- Reduced sugar



Fair

- Labor practices
- Living wage
- Safety
- Opportunity for advancement



Regional

- Seasonal extensions
- Community engagement
- Positive impact
- Forward contracts



Planet

- Reduced waste
- IPM
- Reduced GHG
- Reduced water use
- Phosphate-free chemicals



Food Ethics

- Humane animal treatment
- Cage and crate free
- Hormone and Antibiotic free
- Pasture raised

Our Commitments

Procurement Facts

Near

- Honey: Swords Into Plowshares is **New Haven** based
- Bakery: Katalina is **New Haven** based
- Tea: Bigelow (Steep) is in **Fairfield**
- Lemonade: Gorilla Lemonade is **New Haven** based
- Bakery: Whole G is located in **New Haven** & is **Branford** based
- Milk: from **Storrs**
- Meat: Lamberti's is **New Haven** based

Far

- Pasta: from **Italy**
- Olive oil: from **Greece**
- Meat: from **Australia**

Local Partnerships



CHABASO

~\$1,760,000 per year in local contracts for food and services

ENGAGEMENT



It's bigger than food.

**EDUCATION
EXPERIENCES
ENGAGEMENT**

**It's about
building a
community
of varied
experiences.**

Student Programs & Annual Events

- Bulldog Bash
- First Years Dinner
- Fall Festival
- Bulldog Days
- Chicken Tender Thursday
- Holiday Dinners
- Earth Week
- Spring Fling
- Senior Dinners
- Commencement
- Reunions
- **And more!**



















HONEY EXPLORATION

passport to global foods

Presented by Yale Hospitality



featuring
C. MARINA MARCHESE

Beekeeper, Author, Educator and Founder of Red Bee Honey



MDR

MON FEB 22

6:00PM - 6:30PM
VIRTUAL EVENT - ZOOM LINK

MEDITERRANEAN FLAVORS

Presented by Yale Hospitality



featuring
CHEF MARIA LOI

Chef, Restaurateur, Author & Greek Food Ambassador

MDR

TUE NOV 10

6:30PM - 7:00PM
VIRTUAL EVENT - ZOOM LINK



You're Invited:

ANCIENT GREEK REVIVAL

discussion, documentary and dinner

APRIL 19 - APRIL 20

SPICE EXPLORATION

passport to global flavors



featuring
ORI ZOHAR

Entrepreneur and Co-founder of Burlap & Barrel

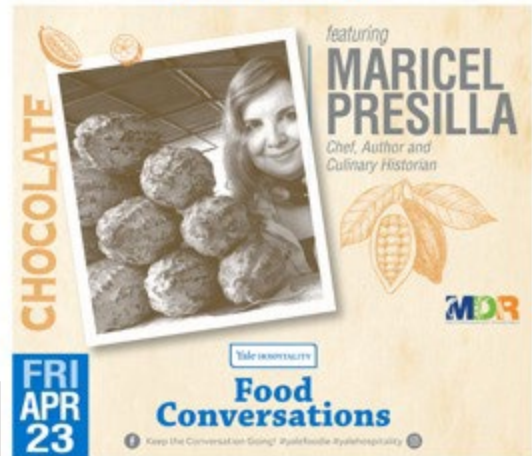
MDR

Yale Hospitality
Food Conversations

THU APR 8TH

CHOCOLATE EXPLORATION

passport to global flavors



featuring
MARICEL PRESILLA

Chef, Author and Culinary Historian

MDR

Yale Hospitality
Food Conversations

FRI APR 23

experience. Up to 75 students interactively with Chef Maria in healthy benefits of today's amazing flavors you will find on this uniquely fun event!

Food Conversations

Yale Hospitality

SCHOOL OF PUBLIC HEALTH

LOUHIDIS FOODS



SAKELLAROPOULOS ORGANIC FARMS

Yale MACMILLAN

OLIVE OIL EXPLORATION

Presented by Yale Hospitality

featuring
DAVID NEUMAN

CEO, EVOOBY.COM & Professional Olive Oil Taster



FLAVOR, HEALTH & OLIVE OIL DINNER

Presented by Yale Hospitality



featuring
MICHAEL PSILAKIS

Author, Restaurateur, Executive Chef & Food Network Star

WEDOCT 3

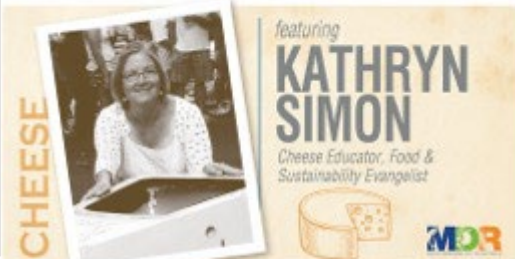
6:00PM - 7:00PM
1402 ON YORK (150 YORK ST.)

Sponsored by the School of Public Health Department of Environmental Health Sciences
New Frontiers and Partnerships for Research and Education

CHEESE EXPLORATION

passport to global flavors

Presented by Yale Hospitality



featuring
KATHRYN SIMON

Cheese Educator, Food & Sustainability Evangelist

MDR

WORLD PASTA DAY

canvas of cultures

Presented by Yale Hospitality



MON OCT 25

5:30PM - 6:45PM
COMMONS (Yale Schwarzman Center)

Food Conversations is back! Join us for this extraordinary culinary experience in honor of World Pasta Day. Celebrate a canvas of culture in different parts of the world.

THIS EVENT IS OPEN TO UNDERGRADUATE MEAL PLAN HOLDERS. Registration and cost based on site reserved. Online meal plan will be required. Seating is limited.





SUPPORTING THE COMMUNITY





INFRASTRUCTURE



Within the Last 10 Years...

New Residential Locations

- Benjamin Franklin College Dining Hall
- Pauli Murray College Dining Hall

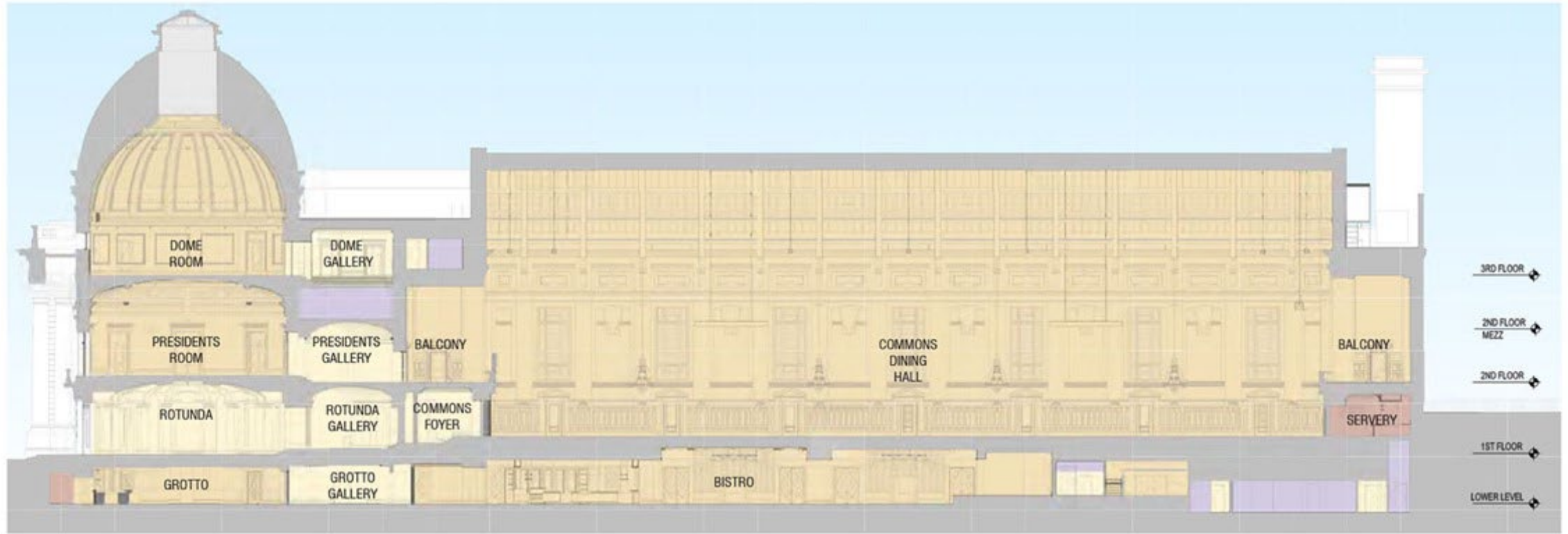
New Cafes/ Eateries

- Café Med
- Divinity Café
- Steep Café
- Charley's Place at Yale School of - Management
- Café 25 at Science Park
- Yale Schwarzman Center

(updated & expanded)

Yale Schwarzman Center

“Student Center”





Yale Hospitality Dining Map

With **30+ residential and retail dining operations** and dedicated catering services – our talented culinary, management and administrative **staff touch the lives of students, employees, and visitors year after year.**






Yale HOSPITALITY

RESIDENTIAL DINING HALLS

-  **1. BERKELEY** 205 ELM STREET (203) 482-0428
-  **2. BRANFORD** 74 HIGH STREET (203) 482-7005
-  **3. DAVENPORT** 248 YORK STREET (203) 482-0482
-  **4. EZRA STILES** 804 YORK STREET (203) 482-0448
-  **6. FRANKLIN** 90 PROSPECT STREET (203) 482-8100
-  **8. GRACE HOPPER** 180 ELM STREET (203) 482-0425
-  **7. JONATHAN EDWARDS** 68 HIGH STREET (203) 482-0488
-  **8. MORSE** 802 YORK STREET (203) 482-0448
-  **9. PAULI MURRAY** 180 PROSPECT STREET (203) 482-8100
-  **10. PIERSON** 205 PARK STREET (203) 482-0484
-  **11. SAYBROOK** 242 ELM STREET (203) 482-7005
-  **12. SILLIMAN** 505 COLLEGE STREET (203) 482-0440
-  **13. TIMOTHY DWIGHT** 845 TEMPLE STREET (203) 482-0488
-  **14. TRUMBULL** 241 ELM STREET (203) 482-0444

CAMPUS CAFES & CONVENIENCE STORES

-  **16. CAFE 25** 25 SCIENCE PARK
-  **18. CAFE LAW** 127 WALL STREET (203) 482-0446
-  **17. CAFE MED AT YSM** HARMESS HALL (YSM) (203) 795-4884
-  **18. CHARLEY'S PLACE** 105 WHITNEY AVENUE (203) 485-0088
-  **19. DIVINITY REFECTORY** 400 PROSPECT STREET
-  **20. HEALTH CENTER CAFE** 55 LOCK STREET (203) 795-5875
-  **21. McNAY CAFE** 105 WHITNEY AVENUE (203) 485-0088
-  **22. RAMEN AT GROUND** 15 PROSPECT STREET (203) 482-1827
-  **23. STEEP** YALE SCIENCE BUILDING (203) 485-5781
-  **24. WEST CAMPUS DINING** 187-141 FRONTAGE RD. (203) 482-8402
-  **26. WIDDY'S AT THE TURN** YALE GOLF COURSE (203) 882-2800

YALE SCHWARZMAN CENTER

-  **28. COMMONS** 108 GROVE STREET (203) 486-4000
-  **27. ELM** 108 GROVE STREET (203) 486-4000
-  **28. IVY** 108 GROVE STREET (203) 486-4000
-  **28. THE BOW WOW** 108 GROVE STREET (203) 486-4000
-  **30. THE WELL** 108 GROVE STREET (203) 486-4000

CAMPUS CATERING

-  **YALE CATERING WEST CAMPUS** 248 CHURCH STREET (203) 482-0470
-  187-141 FRONTAGE RD. (203) 482-8402

CULINARY CENTER

-  **CULINARY SUPPORT CENTER** 844 WINCHESTER AVENUE (203) 486-8675



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video/7034179218556685573](https://www.tiktok.com/@yale_hospitality/video/7034179218556685573)**

Equipment



INNOVATION



It's a Digital World

- Point of Sale System
- Website
AskYale **bot**
Real-time occupancy information
- Mobile App
Mobile ordering
- Social media
- Learning & Development **trainings**
- Feedback & **kudos**



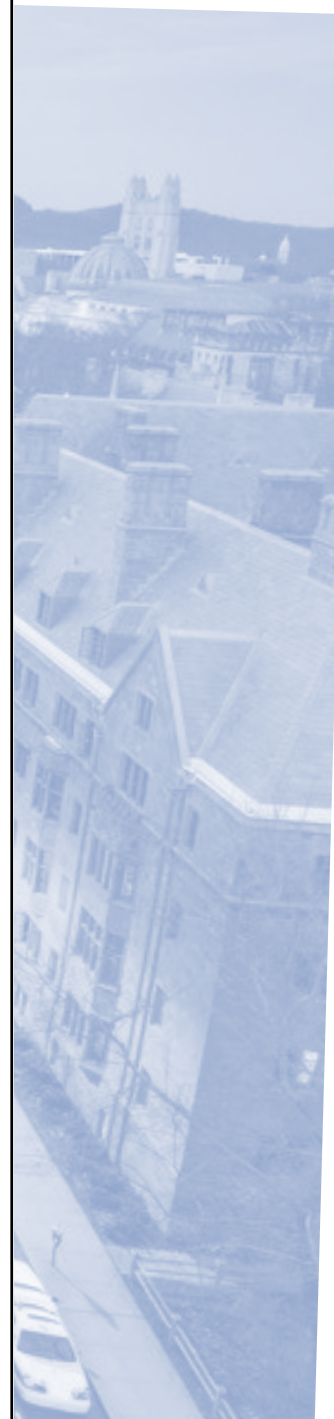
Artificial Intelligence

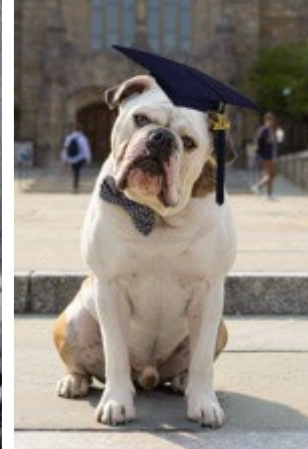
- Artificial Intelligence (AI) is maximizing our understanding of our food scraps + the reason behind them
- Machine learning models can now predict demand, analyze kitchen data, and **provide insights on how to reduce waste**
- As of March 1st, the Yale Hospitality Culinary Support Center, the residential college dining halls, and the and the Yale Schwarzman Center have been **outfitted with an AI system**
- The system uses an AI-enabled camera and digital scales to **monitor and measure food waste in real-time**, giving instant insights
- The tool helps us parse out the reason behind the compost including spoilage and overproduction. This **information is invaluable for our menu management system and forecasting**

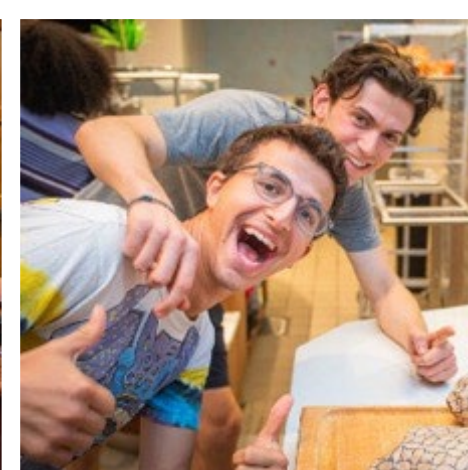




This was archival footage of people in a Yale dining hall in the 50's and shows though details have changed, it's still about people-the exchange of ideas, etc. in the dining halls.









Questions?

Yale Hospitality Website
Here you can find our routine hours
and more information

<https://hospitality.yale.edu/>



THANK YOU

