The Compass Group vision of being a world-class provider in contract foodservice management, recognized for great people, great service and great results, is personified daily at each Center for Excellence (CFE) location.

Centers for Excellence have been established in the Core 4 sectors which include Chartwells Higher Education and K-12, Eurest Dining, Morrison’s Healthcare and Senior Dining and Canteen vending services. These locations serve as pinnacles of excellence throughout the Compass Group providing best practices, innovative new programs, superior service and great food. There are currently twelve (12) Chartwells Centers for Excellence throughout the country.

CFE directors and managers are highly regarded, proven leaders in the Compass Group organization. They are supported by senior operations management, regional chefs and regional marketing managers to ensure that they consistently maintain the highest standards. New initiatives and systems, food program innovations, brands and retail merchandising strategies are constantly introduced and evaluated at the CFE locations.

To become a Center for Excellence this account must meet over 300 criterions outlined on the Business Excellence Quality Audit. These are specific operational guidelines and standards for quality assurance, safety and sanitation, human resources, financial performance, merchandising and marketing. There are corporate training requirements for the management staff to achieve as well. CFE distinction is accomplished through a lengthily process of self audits, third party QA audits, mystery shopper reports and inspections conducted by the Chartwells Director of Operations, Regional Marketing Manager and Regional Chef.

After being named as a Center for Excellence, the account will then serve as a regional training center. Various Chartwells specific training programs including New Manager Orientation and the Manager in Training will be hosted at this account. These training programs occur frequently throughout the year. Those programs currently hosted at CFE locations are detailed below.

Training Programs held at Chartwells Higher Education Centers for Excellence

MIT (Management in Training)
This training program is intended for recent graduates or entry level management candidates to prepare them for hire into open or future management positions within Chartwells Higher Education Dining Service. The MIT candidate follows a prescribed 18 month hands on training program in the three primary lines of business in higher education food service; Retail, Resident Dining and Catering. The intent is to assure a working knowledge and understanding of the various components and market segments of food service operations. At the completion of each module, the management candidate will be required to complete and pass an examination. Certain modules, particularly those concerning the administration of cost control, marketing and promotions and financial reporting will require an interview with the General Manager and/or District Manager.
Chartwells HE New Manager Orientation
Chartwells HE New Manager Orientation is a three day program devoted to all new Salaried Associates hired into the Chartwells Higher Education sector. This Training is hosted at a Chartwells Higher Education Regional Center for Excellence. This orientation will welcome new managers into the Chartwells culture and philosophy of Eat, Learn, Live and familiarize them with Compass support departments. This three day interactive program will focus on team building, networking and acquaint managers to the polices and procedures of Compass Group, NAD to include presentations from Human Resources, Quality Assurance, Safety, Finance, Purchasing, Culinary and Marketing.
All newly hired or promoted managers are required to attend.

Chartwells Campus Pricing Initiative “2CPI”
“Price increases are important to protect income, client subsidies and margin, in response to rises in inflation.”
For DDS and above this is a training for operational management to learn about managing prices to ensure that margins are maintained. This training is designed to insure that everyone who negotiates pricing for Chartwells Higher Education has the business knowledge and tools needed to be successful.

ServSafe Alcohol Live Class and Examination
"ServSafe Alcohol Live Class and Examination" is an opportunity for Compass Group associates to complete the ServSafe Alcohol Training through an instructor lead course. This course is acceptable to meet the requirements of most states.
This training is mandatory for all Account Directors to attend and receive certification every three years. Responsible Alcohol Service Acknowledgement forms must be signed off annually. Training will be ongoing for new account directors and those responsible for alcohol service at their respective accounts.

Love 'em or Lose 'em
Retention and engagement continue to be among the top priorities of most organizations. Managers know that engaged employees make their jobs easier and are essential to an organization's long-term success. Winning the loyalty and commitment of talented employees is a critical managerial responsibility and a key to survival in the ever-changing world of work. Managers can greatly influence their employees' level of engagement and likelihood of staying, physically and mentally. But often these leaders need tools, training and practice to get the job done: this workshop provides both. Career Systems International's Love 'Em or Lose 'Em workshops, based on the concepts of best-seller Love 'Em or Lose 'Em: Getting Good People to Stay (by Beverly Kaye and Sharon Jordan-Evans, Berrett-Koehler, 2002), are designed to equip managers with the 26 practical strategies they can use to retain, engage, and encourage the talents of their people. It is about winning employees' loyalty and commitment. It is about becoming talent-focused to build an ever-stronger organization. It's about increasing your customer satisfaction by building employee satisfaction.
It is the goal of Chartwells Higher Ed. to have all senior leadership and account directors complete this training by August 2010.

Absolutely! Customer Service Training
For all hourly associates. This video presentation shows a day in the life of a student as he encounters Chartwells service staff in various situations. This was prepared by Chartwells management with an introduction from Steve Sweeney. GUEST hourly training presentation and workbook follows the video.
Core 4 - Loss Prevention
This program is intended to give all Salaried Associates throughout the “Core 4” the basic tools and understanding to control leakage and improve security within their accounts: 1. Cash Handling/Policy/Cashier and Manager Declaration. 2. P-Card and Credit Card Protocol and Policy. 3. Audit control. 4. Purchasing and Product Control. 5. Security and Training. The takeaway for each account will be to complete their sector’s respective Loss Prevention Audit and file it with their DGM and the Audit and Loss Prevention Department.

Core 4 - Respect in the Workplace
In today's business world we are competing with other companies to retain our great people. Good communication that fosters an atmosphere which enhances moral is more important than ever to be a successful manager. This two-hour session will help you: *Learn and practice respectful communication techniques and non-verbal behaviors that demonstrate dignity and worth of each individual. *Identify the advantages of respectful positive workplace interaction. *Identify, promote, and practice healthy ways of interacting and relating with co-workers at all levels of the organization.

Core 4 – Hourly Cashier/Customer Service Training
This Core 4 training is meant for new and existing Cash handlers. The training empowers our front line to take a more active roll in the operation from the till. We cover all the necessary cash controls from our audit department, teach some basic service skills and how to connect with your customer and we cover speed and accuracy training. The training then turns to driving sales and taking the lead engaging our Cash handlers to take a more active roll in the account and be another set of eyes in the front of the house. The training concludes with a game of Jeopardy to reinforce what they learned and everyone signs the Cash Handlers Declaration for their files.