Report from restaurant committee

Mario Campanelli
news from Novae (R1)

• Since two years Novae is in charge of vending machines on the site (was Selecta)

• it is a pilot project for them, independent on the restaurant business

• after a slow startup, last year they managed to make a profit, and no complaints have been registered

• plan to move some machines, and remove the 3-4 least profitable ones
News from R1

• Last year was a record year for R1, moved from 1860 to 1965 meals/day (for similar expenses for personnel)

• Cern is largest customer of Novae, 10% of their total market share

• This year prices will stay unchanged

• A small problem with contamination on a food rack (no consequence for the users) spotted a few months ago, dealt with very professionally with new systems to avoid it for the future

• Request for an ‘entry level’ menu and a better salad bar
News from R2

• New management, after a confusing situation towards the end of last year

• Complains about food quality and the VIP restaurant, new responsables appointed to deal with it

• Issues with large visitor buses, request to move to R3
Report from R3

- Refurbishment work successful, much nicer environment and bar area
- Despite that, and an agreement with an external company, occupancy at record low
- Maybe just inertia from previous management, looking for solutions