

FAQ



> Who is Provider?

Founded in 1989, Preferred Hospitality, Inc. (PHI), the parent company of Provider Contract Food Service, Market Broiler and MB Grille Restaurants, has made it our goal to provide guests and clients alike with the highest level of hospitality and value possible.

- > Provider's passion for the food we prepare and present is matched with our purpose; serving our guests. We aim to employ only those team players gifted in the area of hospitality. Our servant-style leadership and management practices have garnered Provider a stellar reputation within the foodservice industry; particularly so in the higher education arena.

At Provider, we bring together a staff of professionally trained chefs from diverse culinary backgrounds and hospitality managers with decades of retail dining experience, to elevate the art of breaking bread. We enjoy taking a fresh new slant on food preparation and presentation to achieve up-to-date and flavorful menu selections. We bring new ideas, new designs, cutting-edge décor, and truly appetizing and enjoyable food to you each and every day. Our chef-driven strategy allows us a stronger focus on customer satisfaction, premier food quality, and artful presentation.

Provider is proud to be ranked as the #5 Best College Food in the nation at California Baptist University, according to Niche. We are thrilled to be on the FPU campus, and are eager to start serving YOU our nationally recognized food!

FAQ



> When will Provider begin as the food service Provider for Fresno Pacific?

Provider is set to take over food service this summer. We will use this time to learn more about your campus community, and be ready for a full launch this Fall 2023.

> What will portion sizes in The Caf look like?

Provider is excited to bring our signature, small plates approach to dining at The Caf. We encourage you to explore our menus in this all-you-care-to-eat venue by enjoying a dish from as many stations as you would like.

Our small plates are designed after Spanish tapas to offer restaurant quality, small-plate presentations, in smaller portions. Our desire is for you to have the opportunity to explore and experience a variety of diverse and authentic cultural foods. Offering smaller, healthier portions will allow you to graze at multiple stations, and come back as many times as you like! We are proud that this signature approach to dining also supports our sustainability efforts, by resulting in less post-consumer waste and controlled food costs.

> What is Deli-Craft?

We are excited to introduce a new concept, Deli-Craft, perfect for those looking for a meal-to-go. Deli-Craft will feature artisanal sandwiches utilizing thoughtfully selected meats and cheeses. Diners can look forward to locally-sourced, seasonal produce and scratch-made sauces and spreads.

Diners will have the ability to design their own sandwich with a variety of fresh ingredients or to select a Signature Sandwich. Deli-Craft will have a core menu of deli favorites along with rotating seasonal favorites.

FAQ



> What's new on the Weekends in the Dining Hall?

Join us for Weekend Cafe! Rotating menu of built-to-order bowls, nachos, burritos and pastas. Grill Favorites burgers, chicken strips, and build-to-order deli sandwiches and flatbreads.

How does it work? You can choose any 2 entrees, 2 sides, and a fountain beverage or bottled water. You can use your swipe 3 times per day on weekends!

All Weekend Cafe food is packaged to-go. Headed off campus for some fun? Come grab a meal to take it with you, or take it back to your dorm to hang out in the seating area with friends. We hope you will take advantage of the maximum flexibility this new program offers.

> What is Charlotte's Coffee Corner?

A popular spot for students, faculty, staff and campus visitors, Charlotte's Coffee Corner is a great place to grab a quick bite or a refreshing beverage. Enjoy the great coffee house atmosphere while dining on great tasting food and beverages.

Charlotte's offers specialty coffee drinks, smoothies, fresh baked goods, handcrafted sandwiches and salads. Provider is excited to add their freshly made grab 'n go entrees to the menu, giving you the opportunity to build your own Meal Swipe Combo at this location. In addition, Provider will be expanding the retail options available, ensuring all your snack cravings are ready to be satisfied.

> How does Provider manage special diets and dietary allergies?

We ensure ongoing nutritional education is integrated into our menu offerings and that vegetarian, vegan, no-gluten-added, nut-free, and dairy-free options are integrated into our menus.

For those looking for a dining option with conscious consideration for limiting common allergen cross-contamination, we will be offering our "Clean Eats" station in The Caf. This station ensures that all products strictly adhere to no gluten-added, no peanuts, no tree nuts, no shellfish and no dairy products. It features simply grilled or roasted proteins, local vegetables, hearty grains and handcrafted sauces. This is an ideal solution for anyone interested in simple, clean eating.

FAQ



➤ Will to-go boxes still be available from the dining hall?

To-go packaging will be available in Charlotte’s & Deli-Craft. Both of those concepts will provide quick to-go options including Meal Swipe Combos. The Caf will offer dine-in options during the week, and Weekend Café will offer to-go options Saturdays and Sundays.

➤ Will the menu’s be posted so I can see what’s being served each week?

Starting this Fall, the weekly menu will be displayed on large screens in and around The Caf. The menus will include the meals to be served throughout the week and will include dietary icons to easily identify items that are no-gluten-added, dairy-free, nut-free, or containing shellfish. The menu will also be available on the university website.

➤ What will the hours of operation be for all the locations?

The Dining Hall							
	MON	TUE	WED	THU	FRI	SAT	SUN
Breakfast	7:00am -8:30am	7:00am -8:30am	7:00am -8:30am	7:00am -8:30am	7:00am -8:30am	11:30am -6:00pm**	11:30am -6:00pm**
Lunch	11:00am -1:30pm	11:00am -1:30pm	11:00am -1:30pm	11:00am -1:30pm	11:00am -1:30pm		
Dinner	5:00pm -6:30pm	5:00pm -6:30pm	5:00pm -6:30pm	5:00pm -6:30pm	5:00pm -6:30pm		
					Weekend Cafe**		

Deli Craft (located in the current Chef’s Corner)							
MON	TUE	WED	THU	FRI	SAT	SUN	
11:30am -8:00pm	11:30am -8:00pm	11:30am -8:00pm	11:30am -8:00pm	11:30am -3:00pm	Closed	Closed	

FAQ



› What will the hours of operation be for all the locations? *(continued)*

Charlotte's Coffee Corner						
MON	TUE	WED	THU	FRI	SAT	SUN
7:30am-9:00pm	7:30am-9:00pm	7:30am-9:00pm	7:30am-9:00pm	7:30am-7:00pm	Closed	Closed

› What are Meal Swipe Combos and how do they work?

Every Meal Plan comes with a certain amount of “Meals”, whether it is a “Block” of meals that can be redeemed throughout the semester, or a designated number of meals which reset each week.

Meal Swipe Combos are designed to look like a combo meal you would receive at your favorite restaurant, made up of an entree, sides and a beverage. Instead of being charged the cost of the combo, you can simply swipe, and a “meal” from your meal plan will be deducted in lieu of payment. The Caf, Charlotte's Coffee Corner and the new Deli-Craft venue will both offer Meal Swipe Combos, allowing you access to these venues at no additional cost to you.

Most of our Meal Swipe Combos are designed to be taken and eaten on the go. We thoughtfully create spaces outside of just food venues, so the campus community can come together where you feel most comfortable.

FAQ



› What are Bird Bucks and where/how do I use them?

“Bird Bucks” are FPU’s declining balance program included with every meal plan. You can think of “Bird Bucks” similar to a gift card for food on campus. It works just like cash and is a great option to pay for coffee or snacks. You can also use Bird Bucks at The Caf and Charlotte’s if you don’t have meals remaining on your meal plan, or would like to treat a friend or family member without a meal plan.

Additional Bird Bucks are available for purchase in \$50 increments.

› What will happen to the current monies on student/employee ID cards?

FPU will be upgrading to a new point of sale (POS) system, so the voluntary flex dollars - flex dollars voluntarily purchased in addition to the meal plan flex dollars – that remain on a student/employee’s ID card at the time of the transition will not automatically transfer to the new one. However, FPU and Provider are exploring ways to manually return those voluntary flex dollars to the individual, including a manual transfer of funds to the individual’s account in the new POS, putting the remaining balance on a gift card, or cutting a check for the remaining balance. Either way, the individual will get any remaining money back.

We encourage individuals with remaining voluntary flex dollars to spend down those balances as much as possible before the transition.

› Who can purchase a meal plan and where can I find information about the different options?

We have a variety of meal plans for residents, commuters and employees! For more information, please contact the Student Development Department.

FAQ



> What are the meal plan rates?

FPU FOOD SERVICE BOARD MEAL PLANS (Based on 16-week semesters)

RESIDENTIAL STUDENTS Meal Plan Options	# Meals per Week / Bird Bucks	Price Per Meal	Cost Per Semester
R1	21 Meals/week (Full Access) \$200 Bird Bucks	\$7.22	\$2,625.00
R2	15 Meals/week \$200 Bird Bucks	\$8.73	\$2,295.00
R3	140 Block Plan \$150 Bird Bucks	\$11.96	\$1,825.00
R4	7 Meals/week \$200 Bird Bucks	\$12.05	\$1,550.00

Bird Bucks can be purchased in \$50 increments at any time during the semester.

COMMUTER STUDENTS Meal Plan Options	# Meals per Week / Bird Bucks	Price Per Meal	Cost Per Semester
C1	50 Block Meal Plan \$200 Bird Bucks	\$9.60	\$680.00
C2	25 Block Meal Plan \$150 Bird Bucks	\$9.96	\$399.00
C3	5 Flex Meal Plan \$50 Bird Bucks	\$9.69	\$825.00

Note: Five (5) daily meal periods Monday through Friday,
three (3) meal periods Saturday & Sunday.
1 swipe per period.