



United States Air Force

CHALLENGE

“Maintaining satisfaction with quality of life is a key ingredient in the Air Force’s ability to successfully retain needed personnel” (General Accounting Office, 2011). To assess quality of life and identify areas where improvements are needed, the Air Force conducts periodic surveys of airmen. Through these surveys, the Air Force found many airmen were not satisfied with the quality, variety and availability of food at Air Force installations. As a result, in 2010, the Air Force implemented the Food Transformation Initiative (FTI) designed to improve the quality, variety, and availability of food while continuing the training of military cooks.

SOLUTION

In 2013, the Air Force awarded a contract to Sodexo, the leading provider of Quality of Life services to the military, for the provision of food service at 25 dining and retail locations at seven Air Force bases in California, Florida, Wyoming, South Dakota, Texas and Louisiana. According to the contract, Sodexo would renovate and restructure dining facility operations to meet the expectations and requirements of a newer, younger generation of airmen, while still appealing to the general population working on an Air Force base.

Sodexo developed and implemented a customized program to support the Air Force’s objectives called FLY® by Sodexo. The program involves a modern food court style operation with completely revised menus, greater variety of ingredients, high nutritional value meals, and healthy options. Sodexo also added new dining locations and tailored select facilities in order to accommodate and entertain civilian employees, retired military, dependents and guests. FLY® by Sodexo also included a smartphone app to allow airmen to download menus and share community news, as well as a Twitter account and Facebook page.



RESULTS

- National Restaurant Association Awarded the AF FTI 2013 the Operator Innovations Award for Health and Nutrition.
- FLY® by Sodexo has driven a 100% increase in the number of meals served.
- Customer base now includes officers, senior airmen and senior civilian managers.
- Customer satisfaction has significantly improved from the pre-FTI Dining Facility (DFAC) service.
- As a result, the Air Force awarded Sodexo contracts at five additional bases in Texas, North Dakota, Delaware and New Mexico, and an additional 12 are up for award in 2017 and 2018.



Contract HIGHLIGHTS

Annual revenue	\$200 million, over the life of the contract
Contract length	up to 10 years
Sodexo employees	225
Subcontracted employees	325
Air Force bases	13
Customers	160,000 per year
Meals Served	145,000 average per base
Scope of services	<ul style="list-style-type: none"> • Dining services • Cleaning services • Menu development • Facility design and construction • Culinary training

RELEVANT LINKS:



*To learn more about Sodexo and the services it provides, visit Sodexo Insights.

 <p>SOCIAL INTERACTION</p>	<ul style="list-style-type: none"> • Campus-style dining experience • Wi-Fi enabled dining facilities 	<ul style="list-style-type: none"> • Social media channels • Expanded dining options for entire base population
 <p>EASE & EFFICIENCY</p>	<ul style="list-style-type: none"> • Increased hours of service • My Air Force Life mobile app menu, nutrition and feedback 	<ul style="list-style-type: none"> • Simply-to-Go grab and go option • Expanded operating hours
 <p>PHYSICAL ENVIRONMENT</p>	<ul style="list-style-type: none"> • Sustainability solutions 	
 <p>HEALTH & WELL-BEING</p>	<ul style="list-style-type: none"> • Healthier, innovative menus • Increased variety of menu options through food-court style operations 	<ul style="list-style-type: none"> • Increased availability of healthy dining options • Certified executive chefs in every dining facility
 <p>RECOGNITION</p>	<ul style="list-style-type: none"> • Enhanced experience at MWR (morale, welfare and recreational) facilities such as base clubs, snack bars, and pubs. 	
 <p>PERSONAL GROWTH</p>	<ul style="list-style-type: none"> • Culinary training programs 	<ul style="list-style-type: none"> • Safety training programs

About Sodexo Government

With more than 40 years of experience working municipal, state, federal and military clients, Sodexo's Government segment and its nearly 3,000 employees improve the Quality of Life for the people it serves at 150 military and U.S. Federal Government locations in 26 states. Headquartered in the Washington, D.C. metropolitan

area, Sodexo provides a variety of integrated food and facilities management solutions and is the nation's largest federal foodservice contractor – serving 45.6 million meals annually with a focus on wellness and nutrition.