

Report on Students' Opinion for the shops in New SAC

New SAC's Food Court has 6 shops in total, out of which 2 shops are currently run by Kathi Roll Inc. and Veggies on a permanent basis, each having 1 shop respectively. Hence, 4 shops are vacant and have to be given to the type of shops, the student community wants.

Issue : The type of shops the student community wants at New SAC.

The committee met and decided to send a Google form to look at the wishes of students. Hence, a form was circulated by Mr. Abhimanyu Arora on the students' list on Sunday i.e. 3rd August, 2014. The form named 'Your Choice' had options ranging from shops like Pizza (ex. Dominos), Burgers/Cakes, South Indian to Veg.-cum-Non Veg., Chinese etc.

Summary of the Review Form

- Maximum number of people had a **Pizza Shop, Burgers/Bakery Items** on their wish list.
- This was followed by **Chat/Sweets, Veg./Non Veg.** and **Continental** sharing almost the same percentage.
- In the comments/suggestions sections, many other opinions were received which were looked on closely by the members.

Summary of the Review Form for shops that were on trial run

The Review form was also distributed on the students' list which asked the students to rate the shops on a scale of 1 to 10. It also enquired the acceptability of the prices of various items at these shops.

The committee decided to fix the '**Like**' for a shop on the basis of the number of people who rated it from 6-10 and '**Unlike**' on a scale of 1-5. The price issue would certainly be dealt with during the contract process and the opinion/worries of the students would be clearly told to the firm.

1. Crown Burgers :

- This firm had already done a trial run last year in December and was again called during the summers. The firm specializes in items like Burgers, Sandwiches, Pasta, Chinese, Shakes and has a very good response from the student community.
- It received about 82% 'Like' and 18% 'Unlike'. The students have really praised the shop on its quality, variety and the service it provides. The trial run of Crown Burgers ended on 31st July, 2014. Since then, students are demanding for the shop to open when verbally it was asked to them.

- Also, many students were of the opinion that the prices at the shop were little high.
- The Users committee recommends 'Crown Burgers' to be opened on a permanent basis via 'Expression of Interest' accepting the fact that people want a Burgers/Bakery items shop and have good liking for 'Crown Burgers'. The issue with prices would be dealt with during the meetings at CEMMC.

Note : 'Expression of Interest' means that the shop would be given to the firm without having a tender process. This is done when the Users committee accepts that the particular shop is worth their wishes and expectations.

2. Veggies South Indian :

- This firm started its trial run in July,2014 and specializes in South Indian items. The trial run for the shop is still going on and would end on 12th, August,2014.
- It received almost 50% 'Like' and 50% 'Unlike'. The shop has mixed reviews, wherein the average rating is about 5.5. Again many students demanded for the lowering in prices as it was little high for them.
- The committee recommends that the decision for the shop to be postponed till it completes its trial run. As of now, the committee finds that the shop is not totally acceptable but being a South Indian Shop and a large number of people being South Indians, the committee would like to take a decision later i.e. after 12th, August, 2014.

3. Glory Ice Cream :

- The firm started its trial run in summers and is basically an Ice Cream Parlour.
- It had about 60% 'Like' and 40% 'Unlike'. The verbal reviews about the shop were that it was fine. Students were satisfied with its prices.
- The firm claims that it would add Shakes etc to its menu. Although, regarding the mixed response and the suitability of an Ice-Cream shop to be given a contract for 3 years rests in doubt. The committee feels that such a firm should be given the shop which shall cater the needs of the people in bulk and throughout the year. The decision on 'Glory Ice Cream Parlour' shall be dealt with after 12th August, 2014.

Regarding opening 'Dominos' in the campus at New SAC Food Court

Founded in 1960, Domino's Pizza is the recognized world leader in pizza delivery segment operating network of company-owned and franchise-owned restaurants in the United States and international markets.

There have been a series of meetings with the firm 'Jubilant Food Works Ltd.' that was formerly known as 'Dominos Pizza India Private Ltd.'. The firm has shown deep interest in opening a shop at IIT Kanpur serving Dominos Pizza. There were many meetings held in summers between Dominos group and the Acting President (Summers), Gautam Pratap Singh and Head, New SAC Sabyasachi Verma. The firm has given a map of the model shop that they would open in New SAC Food Court.

- Dominos has demanded 2 shops at Food Court to install their ovens and other machines. Since, the shops situated at the left side of Food Court (previously run by Dosa Plaza and currently by Veggies South Indian) are combined, the committee plans to give those shops.
- IIT Kanpur student community has shown overwhelming response for opening a multi-national chain and one of our favourites, Dominos. The benefit being that IIT Kanpur, would then get their beloved piping hot pizza at the door step in much lesser time. It would make the students get the actual item in quality condition for which they pay.
- During the meetings Mr. Ambar Das, Manager, Business Development, Jubilant Food Works Ltd. has also assured that the prices would also be considered and everything to be done for the benefit of IIT students.
- The committee strongly recommends that Dominos Pizza to be opened in the campus on 'Expression of Interest' as soon as possible. The cost/discounts would be surely dealt with in the upcoming meetings.
- The Expression of Interest of Dominos and the model of the shop is appended with this report.

Considering the vacancy of 4 shops at Food Court, New SAC, which is a *situation of urgency*, **the committee recommends that Dominos and Crown Burgers to be given the shops accepting the wishes of the student community**. They will have 3 shops, 2 shops to 'Dominos' and 1 to 'Crown Burgers'. One shop would remain vacant as of now, but shall be given via tender process to a shop that would be according to the wishes and opinions of the students taken.