

GILL GRILLING

How It Works & What To Expect

About Us

Gill Grilling provides kitchen management and meal service to chapters nationwide, as we have since 2002. Our meal plans feature fresh food, customized menus, and professional staff management. From our base in Maryland, we've evolved into a nationwide service, emphasizing freshly made meals and a responsive organizational structure. We know that good food alone is not enough, and our commitment to responsiveness and professional service ensures your meal plan will be a source of pride for your chapter! Our dedicated team is easy to work with, and committed to your happiness.

Helpful Resources

- Summary Sheet Attached Below (list of meal plan details)
- [Contact Form](#) (seen instantly by President and Vice President)
- [App Demo Video](#)
- Link to [View Menu](#) (password: "custom", just the lower case word)
- PDF: [The Gill Grilling App](#)
- [Allergy / Dietary Form](#)
- [View The Orders Members Have Submitted](#)

The Most Important Things To Know

- Almost every part of the meal plan can be customized and we welcome feedback.
- Your menus should change based on what you like. You are never "stuck" with a menu.
- Your chef should be professional, pleasant, and sanitary at all times and we want to know right away if that's not the case.
- For any corrective action or changes you'd like, please work with our client service team (rather than your chef directly). Specifically please don't ask your chef for any requests involving HR issues or things that might change pricing. (More Details Below)
- Krisak.Amanda@gillgrilling.com will be your most helpful point of contact (More Details Below.)
- Since it's a fixed-price meal plan, Gill Grilling's food and supplies should not be used by chapter members.

Phone:
301.456.5516

Email:
Office@GillGrilling.com

Address:
PO Box 2099, Reston, VA 20190



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How The Service Works

What Are My First Steps?

- Download the Gill Grilling App, making sure to select your correct School & Chapter.
- Indicate any allergies or dietary needs in your App profile and via the Allergy Form.

How Do I View Menus?

There are a number of ways to see your menu. You can see the menu in the App, as well as online (link and password are listed above). In most cases your chef will also post a paper copy of the menu somewhere in the dining room.

How Do I Order Food, Especially If I'm Running Late?

Sometimes your chapter may have a unique system, but in most cases food ordering is done on the Gill Grilling App. For meals that offer multiple options, the app will allow you to choose what you like and also leave notes for the chef. If you are running late or will miss a scheduled meal, you may order a Late Plate via the App and your chef will reserve food in a to-go box for you.

What If I Have A Suggestion or Complaint?

You are invited to share any feedback you have! We love all feedback. This can be done anonymously using the support features on the App, as well as by contacting our client service team. We will work with the chef to implement appropriate changes.

What Are The Specific Things Unique To My Chapter?

At the bottom of this document we have included details from the "Summary Sheet, which is a straightforward summary of the most important contract details.



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Common Questions

How Are Menu Preferences Handled?

- Step 1: Determine the culture: are all requests accommodated no matter what? Only with a doctor's note? Somewhere in between?
- Step 2: Invite chapter members to fill out the allergy form (linked above), or send an aggregate list to office@gillgrilling.com.
- Step 3: Gill Grilling will respond to confirm the plan, and in rare cases, the price change.

Who Is My Best Point of Contact?

Since our operations staff (chefs and managers) are often times away from their devices, we encourage you to contact our corporate and client service teams--[Amanda Krisak](#) leads our client service. To escalate a concern, you are also invited to use the contact form linked above, or email office@gillgrilling.com. Except for minor day-to-day items, we ask that all communication be handled in this way so that you get the fastest, most accurate answers.

How Should I Communicate Concerns?

Please contact us with any concerns, big or small, as soon as you know about them. While you likely have the experience and skills to handle some issues directly with the chef, we don't want you to have the stress or burden of managing the meal plan. Additionally, conversations with chefs often overlap with HR, employment, and contract issues and part of Gill Grilling's role is to manage that aspect of the meal plan. While it's human nature to first try to work things out 'in-house' without involving your supervisor or the Gill Grilling supervisors, this will almost always allow small concerns to grow into bigger problems. We think it's best to communicate early and often.

Can Food Be Shared With Other Chapters?

Yes, sometimes. We don't prefer food sharing for a number of reasons, but the food is owned by Gill Grilling and sharing food from your kitchen with another kitchen doesn't affect your price or service.

How Are Buffet Menus Created?

We first prepare a placeholder menu. This is a menu designed based on our experience to meet the quality standards and preferences of typical chapter members. Most importantly, we want this menu to change! The best process is to show the menu to the chapter / food committee and make changes based on their feedback.



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General Standards and Expectations

Chef

- Arrives at least 1 hour before lunch starts, and stays on site through the end of dinner.
- Cleans the kitchen and dishes every day.
- Always wearing a Gill Grilling uniform.
- Helpful and pleasant attitude.

Menu

- Reflects the chapter's requests and preferences.
- Food cooked at the last minute, hot and fresh. Should not be prepared far in advance.
- Meals served at posted times.
- Allergies accommodated and alternative options available.
- Emergency Food provided in the unlikely event no chef is available.
- The menu posted is the menu that is served.

Salad Bar

- Available during the times posted on the Summary Sheet.
- Refreshed as needed.
- Broken down and cleaned after dinner (not left overnight).
- No empty spaces.

Late Plates

- Lunch cutoff time is generally 1pm.
- Dinner cutoff time is generally 4pm.
- Stored in a refrigerated area.
- Labeled with member name.
- Unclaimed late plates thrown out after 48 hours.

