

Dear Parents,

On March 24 the Board of Health, as a precautionary measure, closed all dining facilities on the Pace NYC Campus. The closure was due to concerns over food temperature fluctuations and monitoring. Lackmann Culinary Services, Pace's food service provider, quickly remedied the issues. The facilities were re-inspected, given an "A" rating by the Board of Health, and the dining halls reopened for dinner on March 25.

This was a cause for serious concern. We moved quickly to provide alternative options for our students, including bringing in food, reimbursing students for meals they purchased at nearby restaurants, and allowing students to eat for free at a neighborhood establishment.

First, we take all aspects of your child's experience at Pace seriously and Lackmann's conduct in this instance was inexcusable. Pace's senior officers were in communication throughout the weekend and met first thing Monday morning following the incident. We are acting decisively for both a short and long term solution. We intend to ensure that students get the level of dining services they expect and deserve, both for the remainder of this year and when they return in the fall. Lackmann's parent company, Compass Group, has sent quality assurance and food safety inspectors to each of our campus dining locations. We are exploring all options for the management of food service for the rest of this semester. After this semester, Lackmann Culinary Services will no longer be our food service vendor. We are expediting a search for a new vendor and we will communicate with you regularly as events unfold.

You should know that Pace takes a number of steps to monitor our food service vendor:

- Pace employs an independent food sanitation consulting service to do monthly inspections of all dining facilities. Their reports go directly to the food service vendor so they may correct any issues. The consultant will now inspect facilities on a weekly basis.
- Pace utilizes "secret shoppers" to assess service so that issues can be addressed.
- The Food Service Advisory Committee, which includes student representation, meets regularly to identify issues and suggest improvements in dining services.
- Representatives from the food service vendor meet regularly with Pace administrators and the Residence Hall Association so that students may directly voice concerns with dining services.

We understand that cafeteria service is an important part of daily life for college students. We will work hard to ensure that we do not have any further interruption in service and that the food served to your students is of high quality.

Sincerely,

A handwritten signature in black ink that reads "Stephen J. Friedman". The signature is written in a cursive style with a large, stylized 'S' and 'F'.

Stephen J. Friedman