

# FREQUENTLY ASKED QUESTIONS

## The Commons, Provisions, and Wye Operations

**1. What are the operation hours for The Commons?**

Monday - Friday

- **Breakfast:** 7 – 9:30am
- **Lunch:** 11am – 2pm

**2. Where do I find The Commons?**

The Commons is located on the 5<sup>th</sup> floor of the building.

**3. What are the operation hours for Provisions?**

Every day; 24 hours a day.

**4. Where do I find Provisions?**

Provisions is located on the 5<sup>th</sup> floor close to The Commons.

**5. What are the operation hours for The Wye?**

Monday through Friday from 6:30am to 4pm.

**6. Where do I find The Wye?**

The Wye is located on the ground floor with access from the building and the street. The Wye is the one dining space that will be open to the public.

**7. What food is served in The Commons for breakfast?**

- **The Loco Grill**

- **Sample Menu Offerings:**

- Eggs Your Way
- Omelets
  - Quick Picks and Build Your Own
- Warm Breakfast Sandwiches
  - Quick Picks and Build Your Own
- Oatmeal
- Grits
- Pancakes
- French Toast
- Breakfast Meats – Chicken Sausage, Bacon, Pork Sausage, etc.

- **Assemble**
  - **Sample Menu Offerings:**
    - Greek Yogurt and Fruit Bar
      - Variety of yogurt, cottage cheese, seasonal fruits and toppings
    - Avocado Toast and Bagel Bar
      - Variety of breads, bagels, spreads and toppings

#### 8. **What food is served in the Commons for lunch?**

- Build Your Own Crafted Sandwiches and Soup Bar at **Assemble**
- Sushi Station Crafted to Order at **Fusion**
- Grilled to Order Station at **Loco Grill**
- International Cooked to Order Station at **Savor**
- Tossed Salad Station at **Pepper & Root**
- Pizza and Entrée Station at **Piazza**

#### 9. **What can I purchase at Provisions?**

- Grab and Go Meals and Snacks
- Beverages
- Candy
- Take Home Meals
- Sundries
- Local Products

#### 10. **Is there an outdoor seating area?**

We have a large outdoor seating area available just adjacent to The Commons.

#### 11. **Do you offer gift cards?**

Gift cards are available for purchase at The Wye and can be used at all locations on campus, including The Wye, Provisions and The Commons via the mobile app or on-site kiosk.

#### 12. **If I work nonstandard business hours, will dinner options be available to me?**

Freshly prepared take home meals will be available for pickup at Provisions in the Grab and Go cooler every day. Meals are fully cooked and just need to be reheated in the microwave or oven (in an oven-safe container). You can pick up take home meals after 3pm by ordering ahead on the QuickCharge mobile app or simply grab an ala carte meal as you head out of the office – no preordering required.

## Wellness

### 13. How do I find healthy meals?

Healthy meals can be found at every station throughout The Commons via FLIK's **FIT Program**.

The easiest way to find a healthy meal is to look for the FIT icon on paper and digital signage, as well as the mobile app. FIT meals are moderate in total calories, saturated fat and sodium, according to guidelines that were developed to be consistent with current dietary recommendations. All FIT items are prepared by our culinary team using recipes which are reviewed by our team of FLIK Registered Dietitians.

Learn more about the FIT program [here](#).

### 14. How do I find vegetarian meals?

Vegetarian meals are marked with the Vegetarian icon on all signage, both digital and paper, as well as on the mobile app. The Vegetarian icon is also used to label Vegetarian items on our catering menu. Our Vegetarian meals do not contain meat, fish or poultry, but may contain milk products and/or eggs.

Learn more about our wellness icons [here](#).

### 15. How do I find vegan meals?

Vegan meals are marked with the Vegan icon on all signage, both digital and paper, as well as on the mobile app. The Vegan icon is also used to label Vegetarian items on our catering menu. Our Vegan meals contain absolutely no ingredients from animals such as milk products, eggs, honey, gelatin, whey, casein or rennet.

Learn more about wellness icons [here](#).

### 16. How do I find meals prepared without gluten?

Avoiding Gluten meals are marked with the Avoiding Gluten icon on all signage, both digital and paper, as well as on the mobile app. You will also find an entire Avoiding Gluten lineup on our Catering Menu, including hot entrees, salads, sandwiches and more. Our Avoiding Gluten meals are prepared in our kitchens and made without gluten-containing ingredients.

However, due to our open kitchens that handle gluten for the preparation of other menu items, we cannot guarantee that items made without gluten ingredients are “gluten free,” as defined by FDA. While we make every effort to avoid gluten cross-contact, there is always the potential for cross-contact with other gluten containing food items.

We encourage guests to speak with the Chef or Manager regarding any questions about the ingredients contained in the food being considered.

**Learn more about wellness icons [here](#) and the Avoiding Gluten program [here](#).**

### **17. How are allergens labeled and managed?**

We handle and prepare egg, milk, wheat, shellfish, fish, soy, peanut, and tree nut products, and other potential allergens in the food production areas of our facility.

The only safe way to label allergens is to include all of the eight major allergens, therefore it is our company policy to **not** label allergens on menus or signage, with the exception of nuts. To ensure transparency and reduce risk, all menu signage throughout The Commons will use descriptive language, as to identify any potential allergens. Additionally, all of our team members are required to complete yearly food allergy and celiac disease training programs to ensure that they stay up-to-date with food allergy policies and procedures to execute the program safely.

For food-allergic individuals, we do offer an entire lineup of items on our Catering Menu that do not contain the eight major allergens or gluten.

**For more information about allergens, please contact your Executive Chef and Registered Dietitian.**

### **18. How will you help me calculate calories?**

Calorie information is available for all standard menu items and FIT items on both paper and digital signage, as well as on the mobile app. Additional nutrition information, including calorie information, full ingredient lists, and a nutrition calculator are also available on the [Dining Website](#).

We always encourage guests to speak with our Registered Dietitian with any questions about where to find nutrition information.

## 19. What are nutrition resources available to me?

FLIK's team of Registered Dietitians have plenty of nutrition and wellness resources available to you. Start off by browsing through our video library on [YouTube channel](#) with over 200 cooking and wellness videos. You can also check out the Dining Website which includes regularly updated recipes and resources, as well as an "Ask the RD" section to get your nutrition questions answered on demand!

Our RD's also frequently contribute to our [blog](#), focusing on the latest topics in the health and wellness world.

## All About Ordering

### 20. What is MyQuickCharge?

MyQuickCharge provides a seamless platform of mobile or online ordering, in-space ordering kiosks and self-checkout.

### 21. Why do we use MyQuickCharge at the Norfolk Southern Campus?

Mobile ordering benefits the overall dining experience in multiple ways. Customers will find the new program provides:

- **Time Savings**
  - Reduced queue and wait times by pre-ordering ahead of time and picking up at your pre-selected time.
  - Ordering ahead allows you to pick up your meal on-the-go.
  - Additional options bring ease and efficiency to the workday.
- **Easy Payment**
  - Quick charge provides multiple platforms to order (online, through the mobile app or on one of the in-space ordering kiosks located throughout The Commons).
  - Quick charge offers new ways to pay including Apple Pay and Google Wallet in addition to badge payment, credit card, or debit card.
- **Convenience**
  - You get the whole menu right at your fingertips including items you may not have known existed.
  - Ability to see the campus' favorite menu items.
  - Ability to save your favorites for easy ordering.

## 22. Where do I find the menu?

The menu is always published on our Dining Website and updated weekly. Physical copies of the menu will be placed at the entrance table of The Commons and Provisions.

You will also be able to review the menu on the MyQuickCharge mobile app.

## 23. How do I place my order?

Place your order using the MyQuickCharge app on your phone or desktop. You will only be able to place dining orders via the website, mobile app or on one of the in-space ordering kiosks.

To register for your QuickCharge account, download the MyQuickCharge app from the Apple App Store or Google Play Store. Enter the unique access code **Nscorp500** and fill in the required information. Click Create Account. You will be sent a confirmation email to the address provided. From your email, open and click Verify Account to confirm. Create your password and click Create Account. Now you can go back to the app and login-in.

A comprehensive “how-to” ordering guide will be provided to employees as we near the opening of the new campus. FLIK will also host information tables throughout The Commons during the first few weeks of business to help employees navigate the mobile app and set up their accounts.

If you would prefer to access the ordering platform from your desktop, visit <https://useast6285.mmhcloud.com/> to login and get started.

## 24. What payment methods are accepted in the different areas?

Employees can use MyQuickCharge or credit cards to pay for food. Cash will not be accepted.

Add your credit card under Payment Method from the main menu within the MyQuickCharge app. Click Add Payment Method, enter the required information and click submit. Now you're ready to order.

## 25. Which Credit Cards are accepted?

American Express, Master Card and Visa.

## 26. How will I know if my food is ready?

When placing your order, make sure to enter your phone number at checkout. That way, The Quick Charge app can send you a text message when your food is ready.

**PLEASE NOTE: you must accept alerts to receive notifications and provide your mobile number, you only need to provide your phone number once during check out and it will be stored for future orders.**

## 27. What time can I place an order online or on the app?

Orders can be placed within the same day as early as 5:00am. You will have the option of picking up your food in 15-minute increments during the active hours of operation for the venue selected.

The last order time of the day will honor the 15-minute pick up window allotment, with the last mobile order allowed to be placed at 1:45pm. Meaning, if you order food at Grill for 1:45 pm, you can pick up your food at 2pm. The food will be held for 15 minutes, meaning you can pick up at 2:15pm even though the venue closes at 2pm.

## 28. Will I be able to enter a request on behalf of someone else using their name and location?

Orders are identified with an order number, and your name when paying with Quick charge. If you are ordering and paying for another guest, you can provide them the order number received after placing their order for them to reference when they go to pick up their meal.

## 29. How can I track my order request?

You can track your order status on the Customer Display Monitor located near the pick-up area at each dining venue. Just locate your order number on the screen at the station that you've ordered from to see where your item is in production.

For example - if you've ordered a Salad, your pick-up location will be at Pepper & Root. If you've ordered a pizza, head to Piazza. For all things grill, pick up at Loco Grill.

Approximate wait time is provided when you confirm your order via online or the mobile app. When ordering from an order and pay kiosk, you are wait time will be

dependent on the production time of the item and the number of orders in queue.

Wait times will be extended at extremely popular venues (i.e., Salad or Grill) during the 12:00-12:45pm period, but typical wait times will be 5-10 minutes. You can enter a phone number when ordering your food to receive a text message that your item is ready for pick up. Please note the length of time provided to ensure you pick up your order when it is ready.

**30. If I order food from various locations, will I need to pick them all up in separate locations?**

Yes. Each venue is its own restaurant and functions independently from the other venues. Additionally, you can only place your order from one location online or within the mobile app. If you place multiple orders at different venues while using an order and pay kiosk, you must pick up each order from the venue it was ordered.

**31. What if I am late picking up my order?**

Things happen, of course, so we understand if you are a little late picking up your order. We can hold your food up to 15 minutes past your pick-up time, the maximum amount of time that allows us to maintain the quality of food we are providing you and keep up with other guests' orders.

If you have not claimed your order after 15 minutes, however, it will be discarded. We will make every effort to ensure you receive your meal, but please make every effort to pick up at the time you have selected.

**32. What if I need to cancel my mobile or online order?**

We understand that plans change! If you need to cancel and receive a refund, please find a floor manager to assist you with that transaction 30 minutes before your selected pick-up time. **Orders in production cannot be cancelled.**

**33. Who do I speak to if a food order is incorrect?**

If you find an issue with product quality or accuracy, please any floor manager to assist in resolving the issue.

You can also provide our team feedback by completing a short survey. Simply head to the Dining Website and clicking "Let's Chat."



### **34. Who do I contact with a question on MyQuickCharge account?**

Our floor managers are always prepared to assist you with your questions and provide immediate assistance.

- If you have questions more geared to processing or account errors (i.e., loaded funds not reflected on account, card double charged, etc.), you can contact FLIK Dining for assistance with credit card funding errors.

### **35. Who do I contact for a refund?**

Our floor managers are always available during service on the restaurant floor, alternatively contact our General Manager.

## **Catering**

### **36. How do I place a catering order?**

Place your catering order at least 24 hours in advance using our easy online ordering platform, Spoonfed.

When prompted to login, simply enter your email address as your username. Click "Forgot Password" to reset and follow the instructions in the email sent to you. From there, you can log into Spoonfed and browse menus to order catering.

**More information about catering will be available soon. Catering services will begin on Friday, January 7<sup>th</sup>.**

### **37. What do I do if I have an immediate catering request?**

We understand things change and pop up, please reach out to our General Managers.

### **38. Is there a deposit required for catering?**

Deposits are not required; we do ask you to secure your catering order with a credit card.

### **39. How do I pay for my catering orders?**

In your catering profile you have the opportunity to save your corporate credit card information.

### **40. Is there gratuity added to my catering orders?**

Gratuities are not required as part of the billing process.

**41. Can we tip the staff during a catering event?**

Tips are not permitted during our events.

**42. Can I serve alcohol at a catering event?**

Alcohol service is not permitted on the Norfolk Southern Campus.

**43. How much do you charge for service staff?**

Service staff is included in the price for events during normal business hours. For special events details can be found in our catering menu.

**44. Will my orders be delivered to my conference room?**

Yes, catering will be delivered to authorized conference rooms.

**45. Can order outside of normal business hours?**

We gladly take your orders outside of business hours for service during business hours.

## Safety Protocols

**46. What safety protocols are in place for COVID-19?**

Your safety is our top priority. We make look a little different, but we are still serving the same great food with the same amazing people and with the same superb service.

Regularly training our staff on safety standards, following rigid cleaning and sanitizing guidelines, ensuring proper hand washing procedures are in place, and practicing social distancing are just some of the ways we are taking steps to help establish a safe dining environment.

To learn about what we are doing to mitigate the spread of COVID-19 and keep our staff and guests safe, click [here](#).

## Let's Talk FLIK

**47. What company is preparing our food?**

We're FLIK Hospitality Group, a subsidiary of one of the largest food service organizations in the world, Compass Group.

#### 48. What's a FLIK?

We're a passionate team of Executive Chefs, Registered Dietitians, Marketing Leaders and foodies - all working together to create an outstanding dining experience... just for you! Our chefs take pride in customizing menus that speak to the culture of each of our cafes. Seasonality always comes first. We always promise to serve you delicious, authentic food from the freshest ingredients. **That's the FLIK difference.**

#### 49. What is FLIK's food philosophy and ethos?

Simply put, we love what we do. Every day, our team strives to source the freshest foods that nourish the mind, body and soul of the people we serve. Here are some of our organization's guiding principles:

- **Wellness Center Stage**  
A simple focus – we cook FIT. We help you choose foods that support health and well-being.
- **Seasonality First**  
We celebrate the season in everything we do.
- **A Customized Approach**  
Menus are designed specifically for you by your chef. Your voice is heard!
- **Great Food from Fresh Ingredients**  
We are committed to foods that are fresh, wholesome and safe to eat.
- **Always Authentic**  
Real food, the right ingredients for true global flavors.
- **Unconditionally Guaranteed**  
We are committed to earning your loyalty

#### 50. Who can I contact to make suggestions or recognize FLIK team members?

Your opinion is important to us! To make suggestions, submit ideas, or express any concerns directly to our team, head over to the Dining Website and click "Let's Chat."

#### 51. Does FLIK offer on-site or virtual cooking classes?

Yes! Our team offers a wide variety of in-person or virtual options to engage employees that are led by our Executive Chef and/or Registered Dietitian Nutritionist, including:

- Hands-on Teaching Kitchen
  - With option for delivery of fresh ingredients to participants' homes via Hello Fresh partnership
- Cooking Demonstrations
- Private Events for Small Groups/Team Building

View a sample Teaching Kitchen menu [here](#).

To schedule an event or learn more about our interactive programs, reach out to our General Manager.

## **52. Who can I contact with my questions regarding The Commons, Provisions and catering?**

Please feel free to reach out to FLIK General Manager, Matthew Watts at [matthew.watts@compass-usa.com](mailto:matthew.watts@compass-usa.com) or via cell phone at 404-515-4735.

## **53. How can I get more FLIK?**

We're always posting the latest food-focused content for our clients and community, from recipes, to nutrition tips, to cooking videos! Follow along with us on all of our social media channels, or visit our [blog](#).

- **Instagram and Twitter:** @flikhospitality
- **Facebook:** @flikhospitalitygroup
- **YouTube:** flikhospitalitygroup