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Eagle Dining Services Employees Selected to Attend NACUFS Institute

October 29, 2015

STATESBORO, Ga. — Eagle Dining Services is proud to announce Emily Arrington, Assistant Manager of Dining Commons, and Marc “Bo” Galvin, General Manager of Chick-fil-A have been accepted to participate in the 2015 Customer Service Institute, one of the eight professional development institutes coordinated by the National Association of College & University Food Services (NACUFS).

The eight institutes are the most recognized collegiate foodservice professional development programs available exclusively to the members of NACUFS who are selected through an application process. More than 50 applications were received and evaluated by NACUFS leaders at both the regional and national level.

Emily Arrington attended her first NACUFS Institute in 2010 when she was selected to participate in the Food Service Management Institute. This will be her sixth time being selected for the NACUFS Institute where she will be going for Customer Service in December. “I am very excited to be selected again because of the exciting things that I learn that I can bring back to Georgia Southern University’s campus,” said Arrington.

Although this was Galvin’s first time applying for the Customer Service Institute, he has previously participated in several other NACUFS institutes, as well as extensive Licensee Training and Leadership events through Chick-fil-A. On his acceptance to the institute, Galvin stated, “I am very honored to be selected to attend this institute, as it is very competitive, and I look forward to the opportunity to grow both personally and professionally.”

Topics discussed at the NACUFS Customer Service Institute center around customer service best practices; development, implementation and evaluation of customer service philosophies and programs; and also positively resolving customer complaints. The program will be held December 5-9, 2015, in St. Louis, Missouri and is being hosted by the Ritz-Carlton and True Foodservice.

About NACUFS

Founded in 1958, the National Association of College & University Food Services is the professional trade association for foodservice professionals at institutions of higher education in the United States, Canada, and abroad. It provides its more than 475 institutional and 550 industry members with educational, networking, and professional development opportunities and a variety of informational publications. NACUFS’ mission is to support and promote excellence to collegiate dining. For more information about NACUFS, visit www.NACUFS.org



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