

PROVIDER INTERVIEWS / SITE VISITS / EVIDENCE

Go beyond the sales deck.

A working kit for choosing a foodservice partner. Give every candidate the same questions, then record what supports the answer.

12 questions. Evidence beside every answer.

Interview prompts + site-visit worksheet + decision record

01 Set the assignment before the meeting

Organization: _____

Setting / location: _____

Meals / service days / meal periods: _____

Decision date / planned launch: _____

Provider / meeting date: _____

02 Make the comparison fair

- Send the same scope, volumes, calendar, and pricing schedule to each provider.
- Agree mandatory requirements and any evaluation weights before reviewing responses.
- Record the source and date behind each answer. Unknown is not a pass.
- Keep a written clarification log and give providers a chance to resolve open questions.

Use with the editable evidence matrix at diningscope.com/resources/provider-interview-kit/ and the common RFP schedule at diningscope.com/resources/foodservice-rfp-template/.

03 The operation behind the pitch

COMPARABLE OPERATION: Which current account resembles our volumes, facilities, meal periods, and service setting?

Ask to see: Comparable scope, reference permission, and named contact.

Evidence / source / date / next action

DAY-TO-DAY TEAM: Who would run our operation, and what is the relief plan?

Ask to see: Organization chart, coverage assumptions, recruitment responsibilities.

Evidence / source / date / next action

LOCAL SUPPORT: Who responds when the site team needs help?

Ask to see: Escalation owner, visit cadence, and support included in the fee.

Evidence / source / date / next action

04 The experience diners actually get

A REAL SERVICE DAY: Show us a menu and production plan for our busiest and quietest days.

Ask to see: Sample cycle, production method, service timings.

Evidence / source / date / next action

DIETARY REQUIREMENTS: How are dietary requests, allergen communication, and responsibility handled?

Ask to see: Written process and responsible team; specialist review where needed.

Evidence / source / date / next action

FEEDBACK AND FOLLOW-THROUGH: How will complaints and participation data change the program?

Ask to see: Sample report, response ownership, and review cadence.

Evidence / source / date / next action

05 The money and the responsibilities

PRICE ON ONE BASIS: Can you price our exact sites, schedule, volume, and scope?

Ask to see: Itemized recurring and one-time charges on a common schedule.

Evidence / source / date / next action

WHAT IS OUTSIDE THE FEE: Who pays for supplies, technology, equipment, repairs, and vacancies?

Ask to see: Responsibility matrix with every exclusion assigned.

Evidence / source / date / next action

CHANGING CONDITIONS: What happens if volumes, wages, food costs, or hours change?

Ask to see: Written adjustment mechanisms and relevant contract references.

Evidence / source / date / next action

06 The handover and the proof

TRANSITION READINESS: What must happen before launch, and who owns each dependency?

Ask to see: Dated transition plan with staffing, equipment, and system dependencies.

Evidence / source / date / next action

AN OBSERVED SERVICE: Can we visit a comparable operation during a representative meal period?

Ask to see: Agreed visit, observation notes, and follow-up questions.

Evidence / source / date / next action

SUCCESS AND REVIEW: What measurable outcomes will we review together after launch?

Ask to see: Defined measures, data sources, owners, and review dates.

Evidence / source / date / next action

07 Observe a representative service

Site / date / time: _____

Meal period / approximate volume: _____

Visit host / permission: _____

Observe	What you saw / follow-up
Queue and service flow	_____ _____
Menu and dietary communication	_____ _____
Availability through end of service	_____ _____
Team and diner interactions	_____ _____
Dining space and service recovery	_____ _____

Observe with permission. Keep identifiable diner, patient, and student information out of notes. This worksheet is not a food-safety inspection or specialist audit.

08 Turn the evidence into a decision

Provider: _____

Mandatory requirements confirmed: _____

Unresolved requirements: _____

Strongest supported fit: _____

Largest unresolved risk: _____

Next clarification	Owner	Due date
_____	_____	_____
_____	_____	_____
_____	_____	_____

Price, scope, service fit, and transition readiness all need evidence. Keep the decision conditional until mandatory requirements and material unknowns are resolved.

The initial DiningScope project review can help organize your scope and next questions. It is not an independent provider audit, priced proposal, or substitute for your responsible procurement and specialist teams.

Put your next decision in focus.

Request a free project review at diningscope.com/contact/