



UNIVERSITY
OF SOUTHERN
QUEENSLAND

Outsourcing vs Insourcing Retail

**Managing the balance between Amenity,
Sustainability and Bottom Line**

USQ Snapshot

- **Regional University**
- **Three campuses in SEQ western corridor from Springfield to Toowoomba**
- **26,000 students – 66% online**



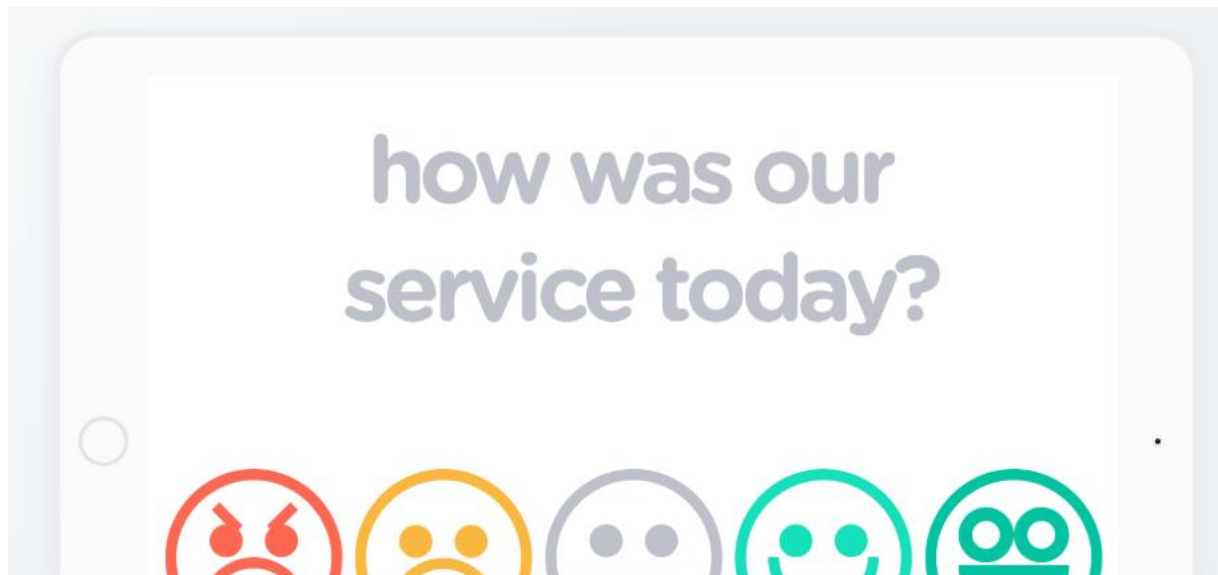


The past 7 years

- **Student Guild shift away from F&B**
- **Strategies to make business sustainable**
- **Commercialisation of University owned business**
- **Growth in Ipswich and Springfield**

Measuring, Monitoring and Adapting

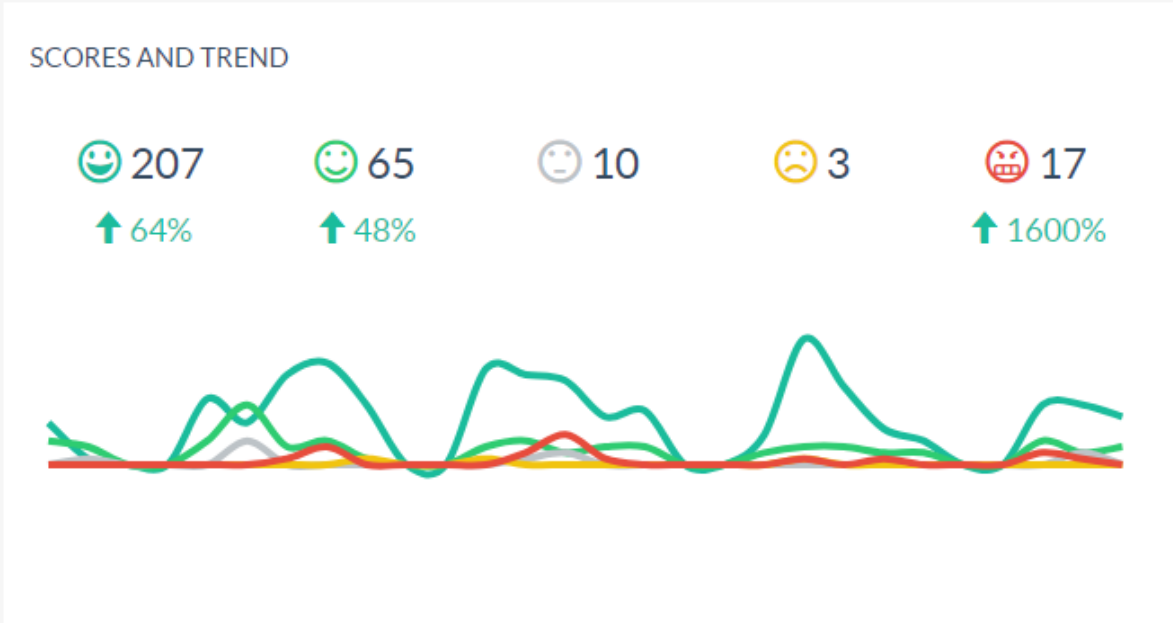
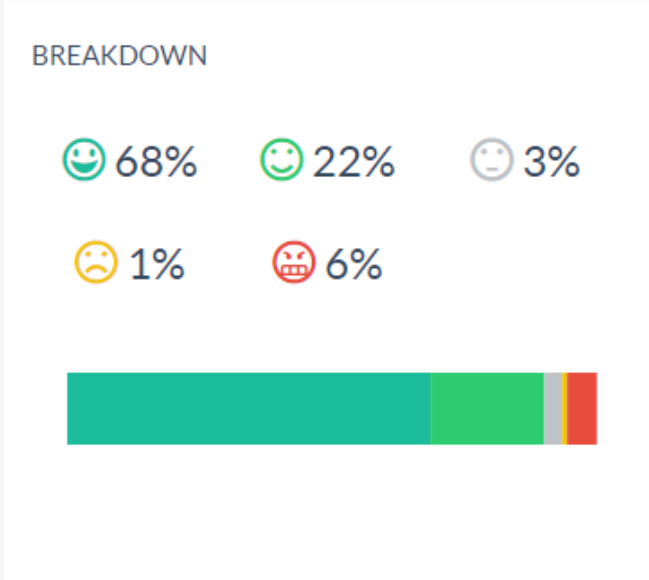
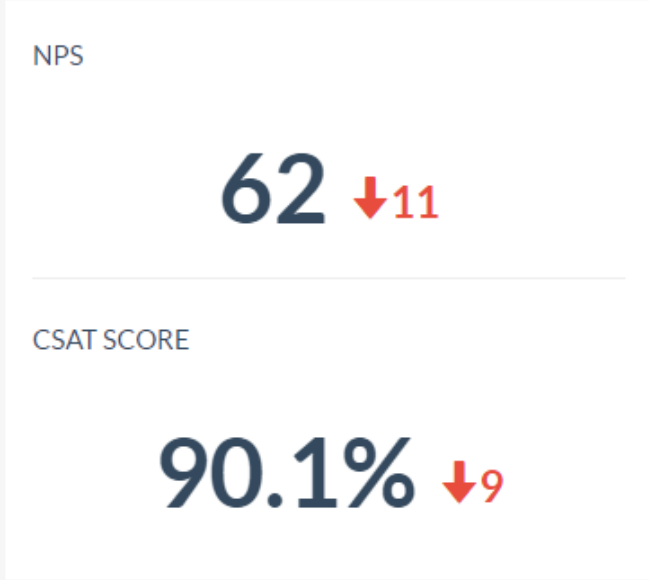
- **Real-time feedback**



We would love your feedback on your food and beverage experience from  today

It will only take a moment using the touch screen below

For more information on this Campus Services initiative please contact Campus.Services@usq.edu.au





Measuring, Monitoring and Adapting

- **Meaningful data**
- **In the pipeline**





Challenges, Learnings and Successes

- **Finding a balance**
- **Is the pie large enough?**
- **Amenity value?**
- **Reality bites**
- **How can we help?**
- **Innovate to reduce overheads**



Thank You