university of groningen

Made possible by: *João Graça, Irene Maltagliati, Jurre Tjepkema, Nils Elzinga, Noa Eleveld, Josh Bruegger & Francine Nijp*

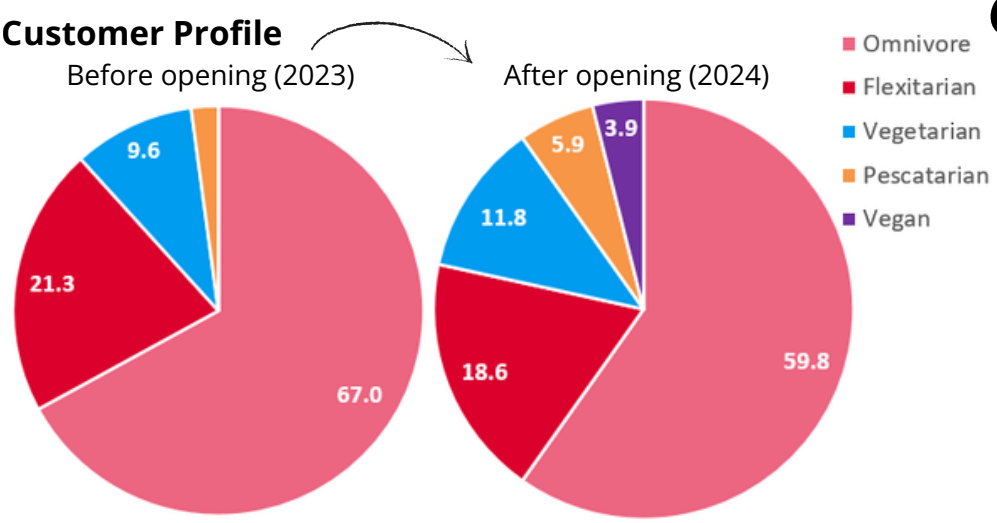
greenoffice



Evaluation sustainable UG canteen

In 2023, the UG launched a pilot with a fully vegetarian canteen (Bernoulli Bistro). Using surveys conducted before the opening (2023, n = 95) and one year later (2024, n = 107), the study examined how students and staff value this more sustainable canteen offer and how they perceive vegetarian and plant-based catering within the university.

Customer Profile

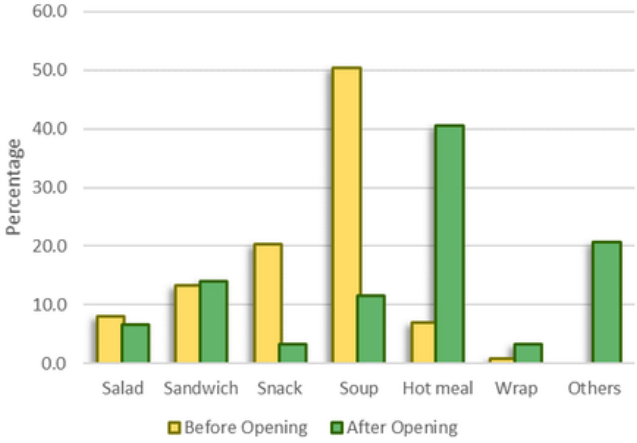


Customer Feedback:

"Keep going! It has been a **huge improvement** over the previous bistro!**"**

"More **main dish options** or changes accordingly to the week day""

Changes in order behavior



"Customers ordered **more full meals** and **less snacks**."

Rating Bernoulli Bistro Food



Healthy: 3.7 (+0.8*)

Sustainable: 3.9 (+0.8*)

Satiating: 3.9 (+0.4*)

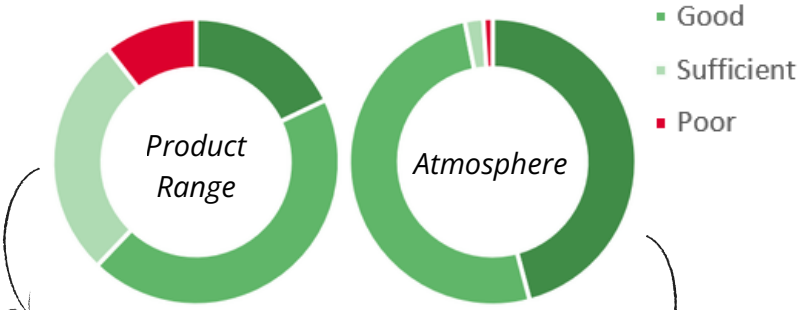
Taste: 4.2 (+0.7*)

**Change in customer rating compared to before the opening .*
** Green stars represent the increase in rating after opening.*

Insights & Implications:

- CO2 emissions of the food in the new canteen are **~66.7% lower** than in the old canteen; *based on metrics from Scarborough et al. (2023).*
- Previously 58% of the orders were **meat-based**, now it's 0%.
- Ratings increased among **all dietary groups** and across all categories.

Bernoulli Bistro Customer Rating



"**90%** Of customers is **satisfied** with the product range."

"**99%** Of customers is **satisfied** with the astmosphere."