

ELEVATING EMPLOYEE EXPERIENCE: HOW FLAGSHIP CULINARY SERVICES TRANSFORMED DINING FOR AN AI INNOVATOR

Founded in 2021, this **AI safety and research company** is dedicated to building reliable, interpretable, and steerable AI systems. The client conducts research on the opportunities and risks of AI, sharing findings with policymakers and civil society to promote its safe and responsible use.

! THE CHALLENGE

Amid rapid growth driven by the AI tech boom, the client expanded into a new office space in downtown San Francisco. Rather than settle for a traditional corporate dining program, it **sought to create a standout culinary experience** that would help attract top-tier talent and strengthen its sense of community.

To bring this vision to life, the client **needed a partner that shared its values and commitment to excellence**. So, it collaborated with a culinary consultant to identify a provider that understood its goals and could implement an elevated dining program within a short timeframe.

✓ THE SOLUTION

Ultimately, the client chose Flagship Culinary Services as its partner. Flagship not only brought extensive experience working in California's tech industry but also **demonstrated the ability to deliver results quickly**. In just 22 days, Flagship accomplished the following:

- Interviewed (through live cooking demonstrations), onboarded, and trained kitchen staff, in addition to front-of-house employees
- Conducted a full kitchen audit and setup
- Consulted on vendor selections
- Ensured compliance with food safety and ServSafe standards
- Collaborated with cross-functional facility teams to develop effective support systems, ensuring welcoming and efficient guest-facing services

The culinary program launched in May 2024 with a basic lunch offering, which has since expanded to include soups, sandwiches, and other premium provisions. Flagship has further enhanced the dining experience by adding a morning service, featuring a full-service coffee bar, fresh fruit, pastries, and occasional hot breakfast items, as well as an afternoon snack bar.

Starting in June, the team served 7,900 meals, which increased to 9,300 by September. During this time, the staff grew from 11 to 21 members, including an executive chef, sous chef, front-of-house managers, receivers, prep cooks, line cooks, dish machine operators, and baristas.



↑↑ THE OUTCOME

Flagship's culinary program has had a noticeable impact on both company culture and employee satisfaction. According to data from the culinary consultant, **employee satisfaction with workplace dining has risen sharply** from 60% to 90% since the program's launch.

As a data-driven organization, the client values these types of performance insights. Flagship supports this by providing regular reports, encouraging transparency, open communication, and ongoing collaboration.

Most importantly, the client appreciates Flagship's **alignment with its mission**. By prioritizing **employee well-being**, Flagship contributes to the client's broader goal of **ensuring that transformative AI benefits both people and society**.

