



RnEvrveb

Amy Rosati

Entry details

Nominee Name	Amy Rosati
Nominee Organization	University of Washington

Impact Story: Describe the effort or initiative led by the nominee and the impact it had on your campus or community.

We are writing to recognize Amy Rosati for her outstanding impact on service and operations at the University of Washington over the past several years. Amy is the General Manager of our Restaurants Portfolio, which consists of several smaller retail food service units across campus. These units were closed from 2020–2022 in the wake of the COVID pandemic and reopened incrementally as we worked to understand and respond to new consumer patterns.

Over the past several years, Amy has developed and implemented new programs and menus at three campus restaurants, leading the operational teams in these units to deliver an exceptional guest experience as people returned to in-person work and learning. Throughout this period, she has maintained a strong focus on guest service, staff training and development, and building systems that ensure a consistent and efficient experience for every customer.

Her work has driven measurable improvements year after year. As a result, these units have exceeded budget expectations by \$47k in FY2024, \$120k in FY2025, and are trending toward a \$70k improvement in FY2026, despite increasingly ambitious targets. This performance is largely due to her efforts to control food and labor costs, strengthen her team’s skills, and model a customer-centered approach in daily operations. Her ability to effectively plan and position her units for Fall quarter each year is particularly commendable.

Beyond her own portfolio, Amy has been called upon to lead cross-functional work within our Residential Dining Portfolio. Over the past year, she played a key leadership role in student hiring ahead of Fall 2025, contributing significantly to our ability to expand services and hours of operation across residential platforms. In addition to managing her units and these special projects, she is frequently asked to train new managers and program assistants on best practices in hiring and scheduling, as her methods consistently produce strong results. We are grateful to have Amy as a leader on our team.

Leadership & Collaboration: How did this person lead, collaborate, or inspire others?

As a key leader on the UW Dining operational team, Amy oversees the daily management of our Restaurants Portfolio, which currently includes:

- Cultivate – a modern American bistro-style eatery
- By George – a café offering espresso, açai, hot deli sandwiches, smoothies, and retail products

Orin's Place – a high-volume espresso and bagel sandwich program

Each summer, Amy also leads cross-functional efforts to staff student and union-classified positions, ensuring a strong start to Fall quarter. As reflected in the testimonials, her leadership has a tremendous impact on her peers—the other General Managers on the UW Dining team—as well as on the success of our operations.

Amy is a true internal success story. She began as a program assistant responsible for student hiring in a smaller unit and has grown into a manager and now a general manager, leading progressively larger teams throughout her time with UW Dining. Her own journey fuels her commitment to developing her team's skills and preparing them for future opportunities. Among her team of eleven full-time employees, more than half have been promoted to higher levels of responsibility in the past two years. She has a strong track record of developing talent that advances not only within Dining but across the broader organization.

More details about the locations listed above may be found here: <https://hfs.uw.edu/Eat/>

Personal Qualities: Share how this person embodies the spirit of Paul Fairbrook through compassion and service.

Amy demonstrates a dedication to service in her leadership style that is unmatched on campus. She sees each guest, team member, and community member first as a person, and she strives to build meaningful connections with each of them. This makes her an exceptionally effective leader in our most service-driven units, where she has excelled at training our primarily international student workforce in the core principles of customer service.

Her people-centered approach is evident in the relationships she builds with her teams, departmental partners, and peers. She values direct communication while also showing compassion and trust in her staff. This balance has created a strong, cohesive team that is deeply committed to the guest experience and the success of the operation as a whole.

Please submit a short video (1–3 minutes) featuring the nominee and/or their work. Videos may be used in conference presentations and marketing to celebrate all nominees. The content may be edited by NACUFS staff to create a broader video celebrating the winners.

- Testimonials (colleagues, supervisors, or students)
- Social media highlights
- Photos of the nominee in action
- Survey results or other metrics
- Letters of appreciation
- Newsletters or articles featuring their work

Log in to nacufs.awardsplatform.com to see complete entry attachments.

PDF	PDF	PDF
Fall-2025_Culti-... 819 KiB	Winter 2026_Cu... 786 KiB	Amy Rosati Test... 69 KiB



Amy Rosati and... 491 KiB



Attachment name

<https://www.canva.com...>