



## Café gives hospital urban retreat with menu flexibility

**The University of Pennsylvania Health System's One West Café offers an alternative to the fixed menu choices at the facility's other retail dining locations.**

When it opened this past May, One West Café, located on the second floor of the University of Pennsylvania Health System's (UPHS) Perelman Center for Advanced Medicine (PCAM) facility in Philadelphia, quickly became a destination spot for staff and visitors to catch their breath, relax and have some great food and beverages.

The latter are provided by high-end dining services provider Restaurant Associates (RA), which was contracted to operate One West Café. One West is the only location managed by RA at UPHS and offers a healthy and diverse alternative to other café locations at PCAM, which are all units of commercial chains with fairly static and limited menus.

The One West menu changes daily and is either prepared in front of customers or produced in the RA-operated kitchen in the Penn Museum located nearby. There's a hot breakfast option along with traditional breakfast bakery items,

which is then switched out to lunch fare offered from several stations, a global food station and an action station.

"We get a lot of requests for healthier, vegan and vegetarian choices, so throughout the café we always try to have some of those types of options available," adds Jenn Mikos, general manager for Catering By RA at both One West and Penn Museum.

The location where One West Café currently sits was part administrative office space and part open patio that was partially enclosed when the café was constructed.

The café's prominence is extended by its location, which can be seen from a bridge that connects PCAM with the other side of the UPHS campus, and makes it a natural gathering space. Open from 7 a.m. to 3 p.m. weekdays, it draws 800 to 1,200 customers a day on average. ■



**The Culinary Concept, One West Cafe,  
was developed for University Pennsylvania Hospital System by  
Arlene Spiegel & Associates.**