



Formed in 1983.








JGL Consultants is a boutique food service and retail consultancy specializing in cultural institutions. The firm has worked with more than three hundred organizations across the US and Canada.

JGL understands the importance of food service and retail programming for Aquariums, Botanical Gardens and Zoos. Food service and retail operations are critical activities that can elevate the overall guest experience and generate meaningful earned income. Our expertise is in helping our clients realize untapped earned income opportunities while simultaneously incorporating other mission specific goals.

The company is woman owned and certified as a WBE in the state of NJ and as a W-BENC nationally.

Our client list includes some of the most prestigious and well-known institutions in the country.

Our Services Include:

-  Assessments
-  Benchmarking
-  Concept Development
-  Feasibility Studies
-  Master Planning
-  Revenue Enhancement Strategies
-  Process

Our Select Clients Include:

- Akron Zoo
- Chicago Botanic Garden
- Marie Selby Botanical Gardens
- Mote Marine Laboratory and Aquarium
- New York Botanical Garden
- Omaha's Henry Dorley Zoo & Aquarium
- Philadelphia Zoo
- Seattle Aquarium
- Shedd Aquarium
- Tohono Chul Garden & Galleries
- Vizcaya Museum & Gardens
- Zoo New England



Photo: www.photoshelter.com

JGL is unique among consultants for several reasons.

A principal is engaged on every project we undertake.

With over 300 cultural organizations in our portfolio, we have experience addressing the operational, financial, and institutional challenges food service and retail programs face.

Our genesis is operations, not design. This allows us to strategize and evaluate from an operational point of view, which we believe produces realistic expectations for our clients.

Our knowledge of the catering and retail markets, best practices, and operational requirements is unparalleled.

Our Selected Projects Include:

Omaha's Henry Doorly Zoo

Omaha, NE – JGL was engaged to provide a full assessment of the food service and retail operations for Omaha's Henry Doorly Zoo. The Zoo self operates its food service and retail operations and was interested in benchmarking their performance as well as understanding whether contract operation was viable. JGL provided the Zoo with a comprehensive assessment that provided the tools and road map to fine tune their operations and ensure the food, beverage and retail visitor experience was in line with the high quality of the overall visitor experience.

New York Botanical Garden

Bronx, NY – NYGB has been a JGL client since 2012; our institutional knowledge and ongoing support has proven valuable to the Garden in multiple ways over the years. Scopes over the years have included food service assessments, a contract renegotiation, master planning support, RFP management and ongoing subject matter expert guidance.

Shedd Aquarium

Chicago, IL – JGL has worked with the Shedd Aquarium on multiple scopes related to food services and retail stores over the last seven years. Our first work with the Shedd was a master planning effort related to the current Centennial Commitment renovation project. We outlined areas of opportunity, associated earned income potential, and operational considerations as we worked alongside the Shedd planning team. We were brought back for subsequent assessments of food services and retail operations. Most recently we renegotiated the Shedd retail contract and are currently underway with a food services RFP.