

9-25-2015

## Dining Services minutes 09/25/2014

Dining Services Working Group

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## Dining Services Focus Group

09/25/15

Present: Jim Hall, TJ Ross, Lisa Harris, Julie Kill, Kelly Rudney, Ashley Wehry, Janel Mendoza

- Lisa gave overview of group history
- TJ leads student group
- Lisa leads staff/faculty group
- Lisa went over a re-cap of three previous meetings
  - Next meeting will be held at the Dining Hall (4<sup>th</sup> floor) on 10/22/15 at 12:00 p.m.
    - Group is encouraged to eat at the Dining Hall before our next meeting
  - 3<sup>rd</sup> meeting will be a catered meal
- Secret shopper overview:
  - Participants encouraged to try different venues
  - Receive \$10.00 on UCard
  - The main consensus in TMC has been the need for more staff over lunch time
  - Highbies employees need to wear nametags
    - Have started to wear nametags and/or aprons, but need to get Dave's students on board
  - Side options at TMC need to be more readily advertised
  - Staff could ask customers what side they want, instead of just assuming French fries
- TMC menu ideas
  - Place menu up on board by recycling for customers to read before getting in to line
    - This would help with congestion issues and long wait times in line
  - Would prefer regular paper menu instead of screen
  - Put up bigger display board
  - Move hand sanitizer to stand by door
- Need to advertise To-Go containers-many customers do not realize they even exist
- Dining Hall
  - Ordered more racks for backpacks-need to encourage students to actually use them
  - Holes now larger on composting bins (and new labels added)
- General food comments:
  - Would like to see nicer breads offered with soups (instead of saltine crackers)
  - To-go sandwiches now on different kinds of bread-a much appreciated change
  - Terra recycling now available
    - Dorito shiny bags, Pringles peel-off lids, etc
    - Company sends packaging and pay for shipping for the U to send in-great idea!
  - Waffle iron a big hit
  - Vegan and gluten-free options are very much appreciated

### Jim Hall

- Appreciate the ordering simplification in TMC-items come all the same now
- Discussion held about possible ways of ordering via online and then picking up food

- Staff and faculty could order from their office computers, pay, and go over to TMC to pick up-avoid long wait times

#### Kelly Rudney

- Area by TMC check-out is far too busy at times
- Screen doesn't help-takes too much time to go through each slide
- Fully supports the idea of having a menu up outside of the ordering area
- Brought up the idea of asking Jacquie to cover the cost of To-Go containers for all new employees and students-or possible anniversary gift?

#### Julie Kill

- Really enjoys TMC-eats lunch there almost daily
- Would like to see two people at the till during busy times-would speed up the ordering process
- No communication at the beginning of the school year as to specials and food offered in TMC
  - Emails have since been sent, but a lot of people were frustrated by the ordering process and trying to figure out what food is offered, that they didn't come back-emails need to be sent out before the school year starts
- Appreciates the emails stating what the specials are
  - Many of us plan our lunches around what is offered
  - Please include Dining Services menu each week
  - Would like to see more food descriptions in emails-need more details on ingredients
- Comments from fellow diners:
  - Dining Hall-food quality levels vary from lunch to supper
    - Would like to see more consistency
  - Dining Hall hours are hard for some students to make as they have labs until 7:00 p.m.
    - It seems staff puts away food too early, so the students coming in after labs do not have hot choices (only sandwiches, etc are left)
  - Dining Hall breakfast hours are too late on weekends (10:00 a.m.)
    - Students who have jobs or who are up early to study aren't able to get breakfast
    - Would like to at least have fruit, cereal, yogurt, etc out for the early risers

#### Ashley Wehry

- Need one management spot filled, and a few staff members
- Josh has moved over to ORL where he is now a custodian
  - Georgeann has filled his spot
- Jean Anderson took Loretta Leonard's spot in Dining Hall (retired)
- Sous Chef Gena Wohlers has started in the Dining Hall
- Amy Rudstrom is new Higbys supervisor

Next meeting: Thursday, October 22, 2015, 4<sup>th</sup> floor of Dining Hall