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Dining Services minutes 10/22/2015

Dining Services Working Group

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Dining Services Focus Group

10/22/15

Present: Lisa Harris, Tony Nemmers, TJ Ross, Jim Hall, Julie Kill, Janel Mendoza

Tony gave updates from previous meeting:

- There exists an online ordering system called, “Topango” – we could look in to this as a possibility for our campus
 - Working on getting pay by phone working
- Looking to hire two students for over the lunch hour in TMC
- Tweaking paper menus-putting them up around campus, and relocating them in TMC
- Possibility of putting up additional screens with menus
- Has been working on getting nametags for everyone, including at Higbies
- In November, TMC will go back to having daily specials, including home-style meals, and world foods
- Each daily email will list soup special
- Staff at Dining Hall were reminded that hot food items be left out until 7:30 p.m.
 - Even if the main items run out, make sure to have something hot out until 7:30 p.m.
- Could look at Continental breakfast items in Dining Hall to have available before 10:00 a.m. on weekends
 - A student could possibly be out front working during those times (7:30 a.m.-9:00 a.m.)

Jim Hall

- Really enjoys green reusable to-go containers
- Appreciates the online menu being up-to-date for both areas, as oftentimes plans lunches around what is being offered in each location
- Really appreciate the waffle maker in the Dining Hall-is a nice option

Julie Kill

- Suggested having a see-through menu and map up in the Dining Hall when you first walk in on the large windows
 - This way, a person can see what the wait time looks like, while being able to see what is being served, and where
- Sizzling Salad station a really big hit
 - Deb has a really great personality
 - Would like to be able to pick other items from the nearby salad bar to go on the Sizzling Salad
 - Tony said customers can do it, but they try to dissuade it, as it raises sanitization concerns when a lot of people start asking for this, as well as makes food count difficult. However, they will make sure to change up the food options.
- Would like to have larger plates by salad bar; otherwise, have to get one from the other side
 - Tony said they will start putting out the bigger plates

- Quesadillas at the Dining Hall were good, but not hot

TJ Ross

- Jean Anderson was very excellent at explaining how all the stations work
 - She has a very fun personality, and explains the pizza options to each customer
- Sharon is also very personable

Kelly Rudney (via email)

- Would like to see larger signage about food stations
 - Tony-All of this will change with new remodel
- Have visitors who are confused about what to compost and what to throw away
 - Lisa-All composting containers at Dining Hall-no more “waste”
 - Composter can sift out non-compostable items-should eliminate confusion
- Need more help with keeping areas clean during busy times (lunch, dinner)
 - Tony-Have two staff, working on getting two more
- Would like to have a “Grab and Go” option at Dining Hall
 - Tony-Rolling out the green reusable container use program

Janel Mendoza

- Very long wait times at TMC
 - Tony explained that sometimes orders are not put in correctly, and are not assigned a table number, as well as mistakes made at the till
 - Ongoing staff training will help with this
- Excellent squash bars at lunch today!

Other announcements:

- Tony, TJ, Lisa are going to Moorhead to tour their facilities
 - Has German Global Chef visiting
 - Morris can request a global chef, but there is a 6 month waiting list
- Dining Hall not fully staffed-just hired two 0-40 employees
- Short a Catering Retail Manager
- Two custodians now working in the Dining Hall to help keep facility cleaner
 - Do need to work on cleaning tables more frequently
- New containers in TMC-waste and bottles/cans share a receptacle
 - Composting on other side
- Tony is encouraging everyone to take the CIQ survey-need close to 500 people to respond in order to receive results
 - Will be tabling and have iPads for people to take survey
 - Closes the end of November