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Dining Services minutes 10/05/2017

Dining Services Working Group

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Dining Services Working Group

10/5/17-TMC

Present: T.J. Ross, Bridgett Karels, Adrienne Conley, Lisa Harris, Mark Collier, Kiel Harell, Tony Nemmers, Janel Mendoza

- Lisa opened the meeting with introductions and the purpose of the group
- The group looked at proposed plans for the smoothie bar at the RFC
 - Sodexo gives the U money for signing the contract with them
 - The money needs to go towards facilities upgrades, so this will be paid for by Sodexo
 - Labor will be shared between RFC & Sodexo staff (cross-train staff to help in both areas)
 - RFC will also receive new lobby furniture, and general tidying-up of the current lobby
 - February 2018 is the projected completion date
 - Revenue would be split with the RFC & University

Lisa

- Roast beef commercial very good
- Appreciates seeing the new employee being trained in at the till by a current employee in a positive way
 - (Have had instances in the past where the new employee was berated by current employees in front of customers)
- Dining Hall food has been consistently good
- There are comment boxes in both the Dining Hall and TMC
 - T.J. & Lisa read the comments before passing them on to Tony
 - If a name is left, Tony will respond to them in an email. Most cards are put up the corkboard in each location with the resolution listed
 - Some cards are not posted, due to inappropriate language

Adrienne

- Turkey Naan sandwich at TMC is amazing
- Having an almond milk alternative is appreciated
 - Tony would like to get an almond milk dispenser at the TMC
- Quesadillas at TMC are very good-the salsa is amazing
- Eats at TMC four or five times a week
 - The cash register line can get awfully slow at times
- A lot of staff use, “Ma’am” and “Mister” when addressing customers
 - Would like if they stuff with a gender neutral greeting, as some “mistress” are being greeted as “ma’ams” and vice versa (she does understand they are trying to show courtesy, but there might be a better term to use)
- The rice used is odd
 - Students eat a variety of rices, and the U only seems to offer one type

- Would like to see different types offered-and cooked properly
- Highbies student workers are fantastic
 - Really appreciates having the daily specials sent out by Dorothy
 - It's a nice personal touch

Mark

- Eats lunch & dinner at the Dining Hall quite often
 - Notices a big drop-off between lunch and dinner
 - Deb Mahoney is great-very personable, but wishes those options like the sizzling salad were available for dinner
 - The atmosphere is not as welcoming and friendly and welcoming at dinner time
 - Feels like you have to “fend for yourself” at dinner time
 - Desserts are always good
- Suggested coming up with some ideas to encourage more faculty and staff to eat at the Dining Hall
 - Punch cards
 - “Bring a student to lunch”
 - This would create a good rapport between students and faculty
 - Perhaps the Dean could come up with some ideas?
- Using a credit card at Highbies is extremely time consuming
 - Needs two lines
 - (Tony interjected that they are not allowed to use the University's system)
 - Discussed other ideas to make purchasing coffee more time efficient
 - Punch card (“Coffee Club”)
 - Pay for a certain amount of regular coffee and use a punch card instead of waiting in line to pay
 - Mugs to use
 - Tony would like to implement something like this by next semester

Kiel

- Eats at the Dining Hall about four times a week, including dinners with his wife and kids
 - Made to order items are great (stir fry, sizzling salads)
 - Enjoys being able to make your own deli sandwiches
 - On any given day, the food is always pretty good
- Eats at TMC once in awhile
 - Appreciates the “To-Go” cooler when there isn't much time between classes
 - Lived in Asia for a long time
 - Appreciates having chop-sticks to use
 - Is there a reusable or more sustainable chop-stick option?
 - A lot of Asian meals are served in a bowl, instead of plate
 - This would be an easy change to make (much easier to eat rice with chopsticks out of a bowl)
 - Mark interjected that he, too, spent time in Asia, and would like to see some “authentic” Asian meals

- Notices that the stir fry station is always busy
- Lisa added that Chinese students are on the student dining group, so they do have some input
 - The original intent of the Timber Room in the Dining Hall was to provide a family-type style of dining with a lazy susan. Those plans were changed, and it is now more of a meeting room.
- Tony added that they do ask for recipes from Asian students, particularly the ones used for Taste of Asia events
- Would like to see more people utilize the punch card system (with discount)

Bridgett

- 2014 alum, now a staff member
 - Also worked in the Dining Hall and at Higbie's, so has a unique perspective
 - Understands the challenges of cooking for a large amount of people
- Eats at TMC nearly every day
 - Usually has the lunch specials-appreciates the variety
 - Citrus green beans were phenomenal
 - Feels a lot of really great things are going on here
 - Food is more flavorful (more complex)
- The LTO Turkey Burger today was good, but way too messy to eat and overly sweet
 - Appreciates that the beets are local
- The picture of the food did not match the actual food served

Tony

- If you have any issues, please let him know right away
- Trying to get another employee at night in order to make and serve sizzling salads
- A dietician comes to campus once a week-meets with students
 - Would like to work on getting her here more hours during the week