

2-3-2015

## Dining Services minutes 02/03/2015

Dining Services Working Group

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## Dining Services Working Group-2/3/15

Present: Michelle Schamp, Melissa Weber, Lisa Harris, TJ Ross, Tony Nemmers, Mary Elizabeth Bezanson, Margaret Kuchenreuther, Janel Mendoza

Tony went over the notes/comments/questions from our last meeting:

- As the student dining group has since disbanded because of disinterest, Tony will be going to floor meetings in dorms to speak with students and listen to their concerns/comments about their dining experiences.
- The student dining survey hasn't been completed yet
- TJ & Lisa have been going through comment boxes in Dining Hall and TMC
- New compost signs have been put up in TMC; Dining Hall will follow shortly
- Secret Shopper going well; however having some issues with the Shoppers turning in their comments
- Higbies students/staff will be wearing nametags
- Lizza will include the link to the Dining Hall menu on the daily TMC menu emails
- Things are staying a bit cleaner in the Dining Hall as schedules have been rearranged and more student workers are out on the floor helping clean up
- Training will continue for TMC employees-including training more on using the till
- Looking for part-time help in the Dining Hall
- Employees have been given break schedules to avoid anyone take a break over the busiest times of the day
- TMC has been reminded to put out more fresh fruit and offer more vegetables (balanced meals)
- To Go containers are now in use in the Dining Hall-still need to be advertised

Mary Elizabeth

- Students have commented that there is not enough variety at the Dining Hall
- Have had questions about having a panini press in the Dining Hall
  - Tony commented that it takes a lot of time to clean it, and tends to cause a big mess. Would need to find room behind the line for it. There have been talks about moving the one from TMC to the Dining Hall

Margaret

- A faculty member bought a PB&J sandwich from the To Go area in TMC; bread was extremely dried out

- Would like to know where the recipes come from-two examples of less than impressive meals she has had recently: Jambalaya-last week in TMC-nearly tasteless. The Bolognese sauce in the pasta that she ate during the meeting was missing ingredients-not a true Bolognese sauce

Janel

- Bahn Mi sandwich in the TMC was excellent-would like to see more “spicier” options on the menu
- Soup quality has gone down significantly-very bland, spiced incorrectly. A staff member has been getting soup nearly every day for years, and is now not purchasing any because of the uneven quality
- How are catering prices set?
  - Tony commented that each campus does their own pricing and looks at food, labor, prep time, etc to come up with the prices)

Michelle

- Need more of a variety of good soups
- Would like to see more varieties offered in the pop machines-brought up getting another Freestyle machine
  - Tony commented that it is not cost effective at all to have another Freestyle (very costly to run and maintain)
- Would like to have the spring rolls brought back
- Would like to have sushi on a more regular basis
  - Tony commented that TMC will be selling To Go containers of sushi starting very soon
- Would like to have California rolls in a To Go container in TMC
- Bakery items are very good in the Dining Hall
- Would like to see more breakfast items offered
- Would like to see **authentic** Chinese breakfast options offered, and then advertised to students

Melissa

- TMC is not convenient and/or timely-people have started go to off campus to get lunch as it sometimes take less time than waiting in TMC (a staff member commented they waited for 45 minutes one day)
- Separate check out just for To-Go area (gets very congested and a long line wait to purchase something from this area)
- Went to a recent catered event, and there were no food labels
  - Would like to also see main ingredients listed to customers know what they are eating

Lisa

- Would like to get the aforementioned soup eater back in to TMC (Janel mentioned this)
- Lot of changes in the Dining Hall (all for the better)

- Aaron Horn event-Lizza was very good-helped revamp the entire menu to accommodate diet
- Secret Shopper comments have all been things we have heard before
- Comment after the meeting from a staff member: beef and bean burritos at the Dining Hall on 2/3/15 were frozen, processed. Would be so easy to make fresh instead.