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Dining Services minutes 11/25/2015

Dining Services Working Group

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11/24/15 Dining Services Working Group

Present: Lisa Harris, TJ Ross, Lizza Sunde, Kelly Rudney, Janel Mendoza, and Julie Kill

Lizza Sunde

- Grab-and-Go container is going to be available in the Dining Hall after Thanksgiving
- Dining Hall is two people away from being fully staffed
- Catering/retail manager-have an interview on 11/25/15 with a potential candidate
- Dining Hall is down to 1 custodian-the second will be back on 12/7/15
- Still need a lot of people to take it (over 300 responses still needed)
- No updates on the online ordering system
- TMC-tried putting more students in that area over lunch hour, but it didn't work out very well
 - Will try changing schedules to accommodate busy hours
- Cooking space is very limited in TMC
 - Would like to be able to get a second fryer, as it takes the most time to cook food in it, and there are many fried items on the menu, which in turn equals a longer wait time for food
- New Catertrax menu, training/system will go live in January
 - Trainings will be held along with a food expo to showcase new items

Lisa Harris

- Lisa picks up TMC comment cards, and TJ picks up the cards in the Dining Hall
 - Issues at TMC via comment cards:
 - Long wait times
 - Not getting the correct food ordered (both Jim Hall & TJ Ross attested to this also happening to them)
 - Vegetables not crisp in stir fry
 - Food not hot

Julie Kill

- Catered food for today's meeting is very good. Her food wasn't very hot, but she did come a bit late to the meeting.
- Has noticed there is a shortage of staff at different stations in TMC
- When sauces are changed out, the containers need to be cleaned out because it looks like it has been sitting out for a long time, and it unappetizing
- Calzones at TMC are excellent
 - However, they are not always cooked long enough
- Asian Fusion Station is very good
- Appreciates the other stations up front that are available-likes all of the various options available

Janel Mendoza

- Speaking on behalf of another staff member, soups at TMC are very inconsistent
 - Student workers need to be taught to stir up soup before serving, instead of just scooping from the top
 - Would like to see Philly Cheesesteak, Potato Corn Chowder, Cheeseburger, and Cordon Bleu soups again
 - Way too much thickening agent used-soup tends to have a flour-like taste to it
- “German Food Day” food was terrible
 - Schnitzel was cold and dry
 - Cabbage was not good
- Catered food for meeting was excellent
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Kelly Rudney

- Catered food for meeting very good
- Would like to see more options listed on Catertrax website
 - Lizza explained it’s just a starting point, and the idea is to meet with her and catering staff to go over options
 - There are literally 1000’s of items offered
- Too many condiments at catered events-too much waste
 - Lizza explained that some people may feel shorted if there isn’t enough

Jim Hall

- Really appreciates the menu for TMC being sent out every week-very helpful in planning lunches
 - However, the Dining Hall menu isn’t always updated
- Appreciates the help on “Big Block of Cheese Day”
 - Lizza provided a back-up cheese when the one he ordered was delayed
- Calzones are fantastic-really loves that you can pick the toppings
- Would love to see Philly Cheesesteaks offered more
- Turkey Rice soup really great
- Would love to see meatloaf
 - Lizza said that anyone can put in menu item requests and provide recipes)

TJ Ross

- Really appreciates having tomato soup during grilled cheese day at Dining Hall
 - However, someone needs to be at the soup station at all times
- Is the shoe-string budget available for catering for student groups?
 - Lizza clarified that you receive the same discount if you pick up your food order, rather than having it delivered
- Is there a place where cheaper options are listed on the Catertrax site?

- Lizza said no, as there is such a wide variety of options. Again, contact Lizza to help pick out items.

At the close of the meeting, all present agreed that we want breakfast for lunch at TMC 😊