



Dining Services Committee Agenda

Wednesday, September 28, 2016

Events / Promotions

Retail

1. Lion's Den

Anticipated opening date TBD

Meal Equivalency is still accepted at the following places until the official opening

- TDubs: Monday – Friday 11am – 1:30pm
- Library Café: Sunday – Saturday 11am – 1:30pm
- Traditions: Sunday – Saturday 11am – 1:30pm
- K-Cart: Monday – Friday 7:30am – 1:30pm
- Fresh Pride Café: Monday – Friday 7:30am – 1:30pm

2. TDubs

- TDubs is open Monday – Friday from 11am to 1am and Saturday – Sunday 12pm to 1am
- Featured Monday Night Football specials every Monday in September and will continue these Monday Night specials in October as well starting October 3.
- National Taco Day: October 4 – Taco Tues every Tuesday in October Featuring Taco specials at the Mexican station.

3. Retail Cafés

- National Frappuccino Day - Library Café October 7
- National Chocolate Day featuring Chocolate treats in our bakery case.

Resident Dining

4. The Atrium at Eickhoff

- Oodles @ Wok September 29, October 6, 12, 20 & 27
- World Vegetarian Day
- Rosh Hashanah starts Sunday October 2 and ends October 4 – In celebration of this holiday we will be serving apples and honey
- Meatless Monday – October 3
- Yom Kippur October 11–12
- World Food Day October 17
- Library Upscale Theme Meal October 19th
- Blue & Gold/Homecoming Theme Meal October 21
- Halloween Mini

5. The 1855 Room

Unity Week started September 26–30

- Monday 26 Persian Cuisine
- Tuesday 27 Soul Food
- Wednesday 28 Mexican
- Thursday 29 Hawaiian Cuisine
- Friday 30 African Cuisine

Dietitian Events

Mindful Mile every Monday in October starting Monday the 3rd

- Guest Walker- Kerri Tillet, AVP Human Resources on 10/3
- Guest Walker- Kelly Hennessy, Associate Dean of Students on 10/10

***No Old Business Available – Please See Next Page for Comments and Concerns**

Comments and Concerns

Date	Issue	Response	Results
9/28/2016	Suggestion: October Thermos – Students feel that we should hand them out when students come back from Fall Break - 12th or 13th in the morning hours between 10am – 2pm.	Thermos are being handed out during Fall Break	Worked with students to ensure everyone eligible got their thermos if they wanted one.
9/28/2016	Compliment: Students love the Grab and Go feature of TDubs, Traditions, Library café, Education Café and KinetiCart. Students say this is ideal for Seniors and Juniors.	Thank you for the compliment. We will pass on to the retail teams.	Continue to provide Grab and Go options to meet customer expectations.
9/28/2016	Complaint: Students feel that the food is not being replenished fast enough; they said that staff waits until food is gone and then takes 20 minutes to fill it back up again. They said this usually happens in the evening hours between 4pm -6pm.	We will investigate and identify the issue at hand.	Shared concerns with Eickhoff management to identify opportunities and to provide better customer experience.

<p>9/28/2016</p>	<p>Complaint: Students say they don't like the milk that is being offered at Eickhoff, there is only vanilla almond milk and it tastes weird; they don't like it with cereal and it is the only option we offer. They would like to see more milk options.</p>	<p>We offer Whole Cow Milk, Skim Cow Milk, Soy Milk and Almond Milk. At this time these are the options available.</p>	<p>Shared concerns with Eickhoff management to identify opportunities and to provide better customer experience.</p>
<p>9/28/2016</p>	<p>Complaint: Quimby's Kitchen lines take too long. Students do not like standing in this line because it is too long of a wait.</p>	<p>There are two lines at Quimby's Kitchen and we will try to identify this to the students.</p>	<p>Shared concerns with Eickhoff management to identify opportunities and to provide better customer experience. Deployed stanchions to help communicate to students that there are two lines available. Have two front line workers for both serving points at Quimby's Kitchen.</p>
<p>9/28/2016</p>	<p>Complaint: No coffee for almost a half hour in the morning. Students say there has been a shortage of coffee in the morning and wanted to know is there anything that can be done about refilling quicker.</p>	<p>We will be looking into this concern.</p>	<p>Shared concerns with Eickhoff management to identify opportunities and to provide better customer experience.</p>
<p>9/28/2016</p>	<p>Complaint: Eggs are running in the morning. Students want to know if we can cook them a little more.</p>	<p>We will inform the chef.</p>	<p>Shared concerns with Eickhoff management and executive chef to identify opportunities and to provide better customer experience.</p>

<p>9/28/2016</p>	<p>Compliment: Love the breakfast selections at Eickhoff look forward to eating breakfast there.</p>	<p>Thank you for the compliment and we look forward to seeing you at Eickhoff!</p>	<p>Shared feedback with Eickhoff management and teams.</p>
<p>9/28/2016</p>	<p>Complaint: Students feel that the Quimby's Kitchen digital sign is too far away and wanted to know if we can move it to a location that is closer.</p>	<p>Marketing Specialist Iris will look into this to see if there is another place we can put the sign.</p>	<p>At this time, the digital board cannot be moved.</p>
<p>9/28/2016</p>	<p>Suggestion: Bring back October Fest - students say they loved it and would like to see it return for next year.</p>	<p>We will have seasonally-themed meals, but we need clarification on what they mean by "October Fest"</p>	<p>Students are referring to Oktoberfest themed meal, will look into incorporating it into next year.</p>

***Next DSC Meeting October 12 at 2pm in Social Sciences Building Room 230**