



Dining Services Committee Agenda October 16, 2019

Upcoming DSC Meetings – visit tcnj.sodexomyway.com for more information!

- **Dates:** October 30th, November 6th, November 20th, December 4th
- **Time:** 2pm – 3pm
- **Location:** Social Sciences Building, Room 223

Customer Satisfaction Survey – Take our survey to let us know how we are doing! Every voice matters! Text “TCNJDining” to 82257 for a survey link, or access the following link in your web browser: <https://tinyurl.com/y45b4vsz>

BITE App – The BITE App is available to download for FREE from the Apple Store and Google Play, users can now search up menus and nutritional information for The Atrium at Eickhoff and The 1855 Room right from their mobile device! Enter the code **Q6QU6** to find TCNJ in the search results. Let us know what you think!

Commuter Focus Group – Wednesday, October 23rd & Thursday, October 24th
Refreshments, snacks, and TCNJ Dining swag will be available for participants. This focus group will discuss what dining options are available for commuter students and how the dining program can be enhanced to better suit the needs of commuter students.

myDtxt – Did you know you can text message TCNJ Dining directly for information, questions, or feedback?

- Text “TCNJDining” TO 82257 to opt in for for info, promotions, upcoming events and details on the dining program!
- Text “TCNJRDN” TO 82257 followed by your message to contact our Registered Dietitian, Puneet Sethi RDN, directly with any dietary questions or concerns!
- Text “TCNJFamilies” TO 82257 followed by your message to be in the know for everything related to your student's dining!

Resident Dining

1. The Atrium at Eickhoff

- **Upcoming Events**
 - Blue & Gold Homecoming Luncheon with TCNJ Athletics – Friday, October 18th from 11am to 4pm **This event will be co-sponsored by TCNJ Athletics. There will be contests for employees to design posters and for sports teams that their stations represent. A hotdog cart and other wonderful blue and gold themed foods will be available!**
 - Diwali Dinner with Indian Student Association – Tuesday, October 29th from 4pm to 9pm **This is co-sponsored by the Indian Student Association.**
 - Meatless Monday every Monday! Visit our Facebook and Twitter (@TCNJDining) for information highlights on sustainability every Monday! **We post Vegan Entrees of the Day on social media and other notes stating all of the different things that can be done without using meat. We try to highlight the values of plant based diet.**

- **National Food Days**
 - National Pasta Day featuring Pasta Friday specials at Tradition – Thursday, October 17th
 - National Bologna Day featuring bologna sandwiches at 31 North Deli at The Atrium at Eickhoff – Thursday, October 24th
 - National Caramel Apple Day featuring candy apples at Bliss Bakery at The Atrium at Eickhoff – Thursday, October 31st

2. The 1855 Room

- Chef Spotlight: Kathleen Pearce – Wednesday, October 23rd from 11:30am to 2pm.
Chef Kathleen will be highlighting British cuisine including an assortment of breads.

Retail Dining

1. Fresh Pride Cafe

- It's a Breakfast Morning! 7:30am – 10:30am | Buy any sized coffee, get a Mindful Muffin 50% off!

2. Education Cafe

- Specialty wraps at Education Café are available as a full wrap or a half wrap! Make it a combo! Add a side salad for **\$2.79** or hot soup for **\$2.69!**
- Save **\$0.20** when you fill your 12oz – 20oz hot mug!

3. The Library Cafe

- Coffee Break | 7pm – 9pm | Daily | Buy any sized coffee, get a bakery item 50% off!
- Save **\$0.20** when you fill your 12oz – 20oz hot mug!

4. STEM Forum Café

Coffee Break | 3pm – 5pm | Monday – Friday | Buy any sized coffee, get a bakery item 50% off!
It's a Breakfast Morning! 7:30am – 10:30am

- Enjoy a breakfast sandwich (egg, cheese, meat) and any size coffee for **\$5.39 (over \$0.50 in savings!)**
- Enjoy a breakfast sandwich (egg and cheese) and any size coffee for **\$4.39 (over \$0.50 in savings!)**

5. Traditions

- Spirit Week! October 14th – October 19th
 - Monday: Jersey Day – dress-up in your favorite sports team gear (jersey, t-shirt, hat)
 - Tuesday: Crazy Hair Day
 - Wednesday: Crazy Sock Day
 - Thursday: Tie Dye Day – wear something tie dyed
 - Friday: Crazy Hat Day
 - Saturday: TCNJ Day – wear your finest blue & gold
- Spirit Week Envelopes - we're celebrating TCNJ at Traditions! Come in during Spirit Week to pick up your Traditions appreciation envelope! Then, bring in your **UNOPENED** envelope in during Customer Appreciation Week (October 21st – October 27th), where a Traditions Manager or Supervisor will open the envelope to redeem the prize. Every envelope is a winner and some prizes include: \$50 Amazon Gift Card, Traditions Appetizers, Desserts, Traditions swag, and more! Reminder if the envelope is opened by anyone other than a Traditions Manager or Supervisor the envelope and corresponding prize will be null and void. No purchase necessary to receive an envelope, stop inside with your student ID.
- National Pasta Day featuring pasta specials – Thursday, October 17th
- **Limited Time Offers!**

- Chicken Guacamole BLT | October 14th – November 1st | Traditions | **\$6.99**
- Caramel Apple Bread Pudding | October 1st – October 31st | Traditions | **\$5.99**
- Football Special
 - Monday & Thursday – 6pm to Close
 - Sunday – 2pm to Close
 - Buy one appetizer, get another ½ off!
- Traditions Weekly Schedule
 - Monday – Football Special
 - Tuesday – Trivia Night is here!! Earn chances to win Traditions swag, free Starbucks beverage, free dessert, and more! Please note that Trivia Night will not be held on November 26th during Thanksgiving week.
 - October 22nd, October 29th
 - November 5th, November 12th, November 19th
 - December 3rd
 - Wednesday – Dining in the Dark | Every first Wednesday of the month | Collectible buttons are available!
 - Thursday – Football Special available 6pm – 10pm
 - Friday – Pasta Fridays! Enjoy one of two pasta specials every Friday! **\$5.99**
 - Will be on a weekly rotation – spaghetti & marinara, penne & marinara. The shareable jumbo meatball will be available every week for **\$3.99**
- Roscoe’s Hour – buy an entrée and enjoy an appetizer 50% off! Available 3pm – 6pm, Monday – Friday.
There will be a limited time offering featuring the tailgate hotdog!
Trivia will be held tonight in Traditions from 7pm – 9pm. The prizes are big tonight as we have partnered with other TCNJ organizations.

6. TDubs Dining

- Football Specials
 - Pizza & Wings Combo – One cheese pizza with 1 topping, 12 wings with carrots, celery, & bleu cheese, and five 20oz sodas of your choice | **\$23.19 (over \$11 in savings!)** All our pizzas are made with fresh dough!
 - Wicked Wings Platter – 24 wings with carrots, celery, & bleu cheese | **\$21.09 (over \$3 in savings!)**
- TDubs Weekly Schedule
 - Monday – Football Special, Gyros at TDubs Grill
 - Tuesday – Taco Tuesday at TDubs Mexican
 - Two tacos & nachos **\$8.99**
 - Two tacos & chips with sour cream, guacamole, and salsa **\$6.19**
 - Wednesday – Food & Fun Night, S’mores Wrap at TDubs Mexican
 - Thursday – Football Special, Sausage Sandwich at TDubs Grill
 - Friday – Chicken & Waffles at TDubs Grill
 - Saturday – Football Special, Waffle Sundae at TDubs Bakery
 - Sunday – Football Special
- Whole pizza pies are available to order at TDubs! Great to share with friends and roommates! Enjoy it at TDubs, bring it outside to a picnic table, or enjoy movie night in your room! Order forms are available to place your order. Loyalty cards coming soon!
 - Cheese Pizza **\$10.59**
 - Meat Toppings **\$1.99**
 - Vegetable Toppings **\$0.99**

Dietitian’s Events

- Mindful Moments – Thursday, October 24th from 11am to 1pm in Brower Student Center

Sustainability

- TCNJ Dining Services will be hosting monthly sustainability tabling's in The Atrium at Eickhoff and the Brower Student Center to educate the campus community on a number of different sustainability topics and how we can play our part in protecting the environment and reducing our carbon footprint! Topics will range from water conservation, energy conservation, food waste, and more!
- Our next tabling will be on Wednesday, October 23rd in Brower Student Center from 11am to 1pm.
- The "Sustainability Roscoe" is how we are branding all of our sustainable initiatives. He can be seen on the free reusable bags that all students with Carte Blanche plans are eligible for. We are giving out bags at the C-Store today and the rest of the week. We hope that students will use them, and we can all reduce the number of plastic bags on our campus!

TCNJ Catering

- All students and student groups are eligible for 20% off their food orders through TCNJ Catering – great for meetings, events, socials and more!

Question & Answer – We invite students, faculty, and staff to share any comments, concerns, or suggestions they may have – what they would like to see in one of the dining locations, etc.

Open Business

Date	Issue	Response	Results
10/16/2019	Ariel Steinaltz: Workers at Roscoe's Tacos in Eickhoff seem confused by the taco specials. I asked for nachos and they just gave me regular chips.	Thank you for your concern.	The Eickhoff team will look into this issue. Update - Ron: It has been taken care of.
10/16/2019	Jen: It is great to see the number of participants increasing. We all appreciate you coming to these meetings! The more feedback the merrier. It is your dining program and we are just here to serve you so the more feedback we have the better it will be!	Thank you for your feedback!	No further action required.
10/16/2019	RHA Representative: During Meal Equivalency it seems as if there are not a lot of employees stationed at the Food Court. The pasta station and SubConnection seem to be greatly affected by this. This usually occurs around 12:30pm. Maybe more technology may help such as being able to put your phone number in on the kiosk and get a text when your food is ready.	Thank you for your concern.	Ben: Thank you for your feedback. We will have our Retail dining team look into this as in regards to scheduling. Chef Frank: The team is very aware of the congestion during these peak hours of Meal Equivalency. We go on a first come first serve basis and the food is made as it is ordered, therefore people who get their tickets in later will have longer wait times. Ben: We have looked into the feasibility of mobile ordering and text notifications but unfortunately, we do not have the technology available to procure this at the current time. Please note that you would like to see more of this when you take the survey and tell your friends to note their thoughts as well, as this feedback is greatly considered.

10/16/2019	Ariel Steinaltz: TDubs seems as if it is also not properly staffed around 10:30pm. There usually isn't anyone at the bakery.	Thank you for your concern.	The Retail dining team will look into this.
10/16/2019	RHA Representative: I went to The Atrium at Eickhoff approximately a week ago and I got soup. There was shrimp in the soup, although it was not labeled as shrimp. I have a minor shrimp allergy.	Thank you for this concern.	Ben: Mislabeled food is very serious and we are working diligently to make sure that this does not happen. Please notify the staff for the safety of yourself and the fellow guests. We do routine training sessions with staff detailing the seriousness of allergens. Our employees are our first line of defense and subsequently the supervisors and the managers. We have everyone checking stations to assure that this does not happen. We will be hosting re-training sessions to assure this does not happen again and the team is taking this very seriously.
10/16/2019	Student: What has been done regarding composting on campus since the last meeting?	Thank you for your inquiry.	Ben: We are still looking into this and while it is a project, it is in its infantile stages. We are looking into who our trash manager is currently. Karen: Composting on campus is definitely a goal for Dining but the contract with the trash manager is through Facilities Services. It is a matter of whether or not we are institutionally set up for composting.
10/16/2019	Student: We did a cooking class last semester and it would be great to have that opportunity again.	Thank you for your inquiry.	Chef Frank: We are definitely interested in doing one of these events again. What I want to do this time is design a class based on what students want to learn so that attendance is strong and people enjoy it! Scheduling is hard because it has to coincide with days where there are minimal catering events, Lions Days, other special events, and the hours of operation. We also have to have conversations with various parts of the dining team, such as the Dietetic team. There will definitely be more information to come!

Resolved Business 10/2/2019

Date	Issue	Response	Results
10/2/2019	RHA Representative: There are fruit flies near the beverage dispensers in Eickhoff.	Thank you for your concern.	Jen: I will look into this and assure that the staff is properly trained.
10/2/2019	Student: Is there any donation programs in place by Sodexo?	Thank you for your inquiry!	Chef Tony: Most of the produce we get is cut by the provider and as such there is not much leftover food. Our cooks are instructed to cook in a manner that reduces excess food so that there is not a lot of leftover food. Safety protocols are in place for the health of the consumers and usually prevent us from donating food due to conditions such as special

			<p>refrigeration, storage, etc. Sodexo does make charitable donations with less fragile food such as iced tea after Commencement and even with the recent water crisis. We will be donating the water and the juice that we obtained. Food is prepped in batches so there is ideally not extra food. Sodexo is big on food production in front of the people consuming it. Our kitchen team works hard to make sure they are not over preparing.</p> <p>In the past we have also worked with student organizations to perform a Plate Scrape in Eickhoff, which is where all the wasted food is collected and weighed to raise student awareness on their waste.</p> <p>We also do not use trays to help reduce food waste and water consumption.</p> <p>We would love to chat more about solutions to reduce food water!</p>
10/2/2019	RHA Representative: We have been getting compliments regarding the Dining Services staff!	Thank you for your feedback!	No further action is required.
10/2/2019	RHA Representative: The beverage station runs out of ice and condiment station runs out of food.	Thank you for your concern.	The Eickhoff team will keep an eye and try to refill these stations more periodically. Please feel free to get a manager and these items will be replenished on the spot.
10/2/2019	RHA Representative: The toaster was acting weird.	Thank you for your concern.	Unfortunately, the toasters do break and we recently had one fixed. We deployed a loaner toaster for a brief period of time but now we have the toaster back and it is operational!
10/2/2019	RHA Representative: What happens to all of the plastic waste when the dish washer breaks?	Thank you for your question.	Chef Tony: All of the plastic plates do get recycled.
10/2/2019	SG Representative: Students are excited about Trivia Night.	Thank you for your feedback!	No further action is required.
10/2/2019	SG Representative: Students were impressed with your response to the water issue!	Thank you for your feedback!	No further action is required.

Resolved Business 9/18/2019

Date	Issue	Response	Results
9/18/2019	Ben Zingaro: Does anyone have any ideas as to how we can better reach the student body?	Thank you for raising this concern.	<p>Ariel Steinaltz: Most students are unaware that Dining Services Committee meetings exist. We could try to advertise these meetings more. I found out through a school project last year and I was on the email list for this year already. Most students do not check their email in my opinion so I think social media would be best. I use Instagram the most. Advertising the free samples may also help.</p> <p>AJ of Residence Hall Association: I like to read the posters across campus, as I do not use social media.</p> <p>Mallory of Student Government: I found out about this meeting as I am the representative for SG. I will be talking about this meeting and giving highlights to the rest of Student Government after this meeting. Moving forward, we hope to have a representative from Staff Senate attending these meetings. We hope everyone can come back with feedback and we can discuss further next meeting.</p>
9/18/2019	Brian Lawton: For Homecoming, Traditions will be handing out different treats and prizes. A magnet with the Traditions logo was handed out. Sealed envelopes with a prize inside of them will be handed out during Spirit Week. The envelopes can be opened the following week by either myself or Jen. Students can win free meals, gift cards, and more! Come hangout in Traditions!	Thank you for sharing this information.	No further action required.
9/18/2019	Ariel Steinaltz: I was recently charged for water at The Lions Den, why is this the case?	Thank you for sharing your concern.	Jen Eckelmann: I will follow up with The Lions Den staff and re-train them on this matter. Please do not hesitate to speak with a manager should this occur again, they will be happy to correct the situation on the spot.
9/18/2019	AJ of RHA: During dinner hours at The Atrium at Eickhoff, there tends to be little to no ice available in the soda dispensers.	Thank you for raising this concern.	The Eickhoff team will look into this situation.
9/18/2019	AJ of RHA: The chicken pizza at The Lions Den, the pork chops at The Atrium at Eickhoff, and SubConnection overall have	Thank you for sharing your feedback.	No further action needed.

	been getting great reviews from students!		
9/18/2019	AJ of RHA: I ran into a girl with a gluten allergy and she did not know that there was a gluten-free zone for her in the dining hall.	Thank you for sharing this concern.	We are pushing for students with dietary restrictions to get in contact with Puneet or Anne, our registered Dietitians, as this will give them a personalized experience and showcase all of their dietary options. Students are invited to talk to managers in Eickhoff as well and they will happily help them navigate through their options.
9/18/2019	Ben Zingaro: Jen and I are working on a schedule for our samplings at the future Dining Services Committee meetings!	Thank you for sharing your feedback.	No further action required.

Resolved Business 9/4/2019

Date	Issue	Response	Results
9/4/2019	AJ of Residence Hall Association (RHA): There have been positive reviews regarding the Lemon Water available in The Atrium at Eickhoff.	Thank you for sharing your feedback.	No further action needed.
9/4/2019	AJ of RHA: Students are excited about all the new changes happening to The Atrium at Eickhoff.	Thank you for sharing your feedback.	No further action needed.
9/4/2019	Chef Frank: We have samples available featuring the Oreo Sweetshot if you'd like to try them out and let us know what you think!	Thank you for sharing your feedback.	No further action needed.