



Dining Services Committee Agenda

Wednesday, October 25, 2017

Events/Promotions

Ron Pritchard described the different Oktoberfest foods that were available for tasting at the meeting and explained that they can be found as part of the Flavours of Autumn specials offered by TCNJ Catering.

Resident Dining

1. The Atrium at Eickhoff

- Roscoe's Vacation Upscale Theme Meal – October 26th from 4PM to 9PM.
- Halloween treats on October 31st.
- Pasta Action Station – Thursday, November 9th from 12PM to 2PM.

2. C-Store

- We are looking for feedback from students regarding what ready-to-eat foods they would like to see in the C-Store; we are looking to remove the hot dogs.
- We are looking for feedback from students regarding the farmer's market and any other fruits and vegetables they would like added to the store.

Student: Students have expressed a concern for competitive pricing at the C-Store.

Patrice Mendes: The C-store is a convenience store and price points are dictated by the quantities ordered. All products are evaluated based on cost.

Lauren Konate: We have a new product request form, and products are sent for 3 different bids. This is reviewed with Karen Roth.

Karen Roth: If the students will provide very specific feedback on products of concern, the team will be able to better assess.

3. The 1855 Room

- Caesar Salad Action Station – Wednesday, November 1st from 12PM to 2PM.
- CityScapes Charleston – Wednesday, November 8th from 11:30AM to 2PM.

Karen Roth: I am extremely pleased to go to lunch in The 1855 Room with students for these specialty luncheons/programs.

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!
- Flavours of Autumn – Limited Time Offers now available – contact Catering or visit our website.

Employee Spotlight – Any recommendations for employee spotlight?

Student comments: Students mentioned employees in TDubs and Eickhoff. Based on descriptions, marketing will work with dining services to determine the names of the individuals nominated.

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.

New Business

Date	Issue	Response	Results
10/25/17	Concern: Bagels are now wrapped and accompanied with spread at the Fresh Pride Café instead of having the spread applied for them.	Thank you for your concern. Lauren Konate: At this time, we are not able to change this offering at Fresh Pride Café. There may be an opportunity to re-introduce this at OBC Grill as we expand breakfast items at that location. We will keep you update regarding OBC Grill.	No further action is required.
10/25/17	Feedback: Nutella has been extremely well received as well as Roscoe’s Healthy Corner.	Thank you for your feedback.	No further action is required.

10/25/17	Concern: The appropriate silverware does not accompany certain foods, i.e., soup spoons with soup.	Ron Pritchard will make sure that this is corrected. If there are any future issues, please provide specifics, and it will be addressed immediately.	No further action is required.
10/25/17	Question: Can takeout options be offered at Eickhoff?	Patrice Mendes: Eickhoff is intended as a “eat while you are there” venue. Take out options significantly increase the cost, and the decision was made with student involvement to keep the price point down. There are several take out accommodations, i.e., food for the sick, student teaching, etc.	No further action is required.
10/25/17	Comment: The food offered at this evening’s DSC meeting is excellent.	Thank you for your feedback. Suggestions for next month’s meeting were requested, and it was decided that the November evening meeting will feature a mashed potato bar.	No further action is required.
10/25/17	Karen Roth: How did the Brazilian cooking class go?	Jen Armstrong: The class was excellent and well received by the participants, however, only 2 students of the 20 registered came.	A suggestion was made to co-sponsor these events with student organizations to enhance participation. A suggestion was also made to have a table for instant registration/payment. These suggestions will be considered for future events.

10/25/17	Karen Roth: Asked students for additional ideas on the retail offerings and programming. She also encouraged students to think of TDubs as an ideal location for student meetings and gatherings.		Specific student feedback and input is both welcome and highly regarded at all times.
10/25/17	Marketing asked students how they best learn about TCNJ Dining Service events and programs.	Student feedback: Napkin holders, flyer stand in Education Café, and posters/signage by the registers.	Thank you for the feedback.

Open Business

Date	Issue	Response	Results
10/18/2017	Concern: Student reported that the cappuccino machine in The Atrium at Eickhoff has been out since the beginning of the school year.	Thank you for your concern. Alison Peters: We are still waiting on parts from the vendor to get this machine fixed.	Karen Roth asked about getting and new machine, and Jen Armstrong reported that the cappuccino machine is new. The machine will be fixed as soon as parts come in.
10/18/2017	Concern: Student mentioned that some students do not like the new mints offered at The Atrium at Eickhoff. She noted that she understood why the wrapped mints were transitioned to unwrapped mints, due to wrappers being littered and becoming a choking hazard for small animals.	Thank you for your concern. Ron Pritchard: We have tried out a variety of mints that do not have wrappers and can be dispensed in a sanitary way. We will continue to look into other alternatives.	Based on the majority student opinion to bring back the previous mints, Ron Pritchard is talking to facilities about the environmental consequences and the optimal solution.

10/18/2017	<p>Chef Tony requested feedback regarding new & healthy foods students would like to see in The Atrium at Eickhoff.</p> <p>Karen Roth: There has been a focus on expanding vegetarian and vegan options for The Atrium at Eickhoff.</p>	<p>Chef Tony and Ron Pritchard shared some of the current options already available to students at the stations and acknowledged the need to communicate these options with students.</p>	<p>Marketing will prepare materials to educate students about where they can find vegan foods. The Dining Services Team is continuing to look at options to enhance the vegan options.</p>
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Resolved Business

Date	Issue	Response	Results
10/18/2017	<p>Concern: Student reported that there was incorrect pricing signage for juice and milk products at the Lion's Den.</p>	<p>Thank you for your concern. Management will look into this.</p>	<p>Stuart Ringelheim investigated the pricing for discrepancies and corrected mistakes. No further action is required.</p>
10/18/2017	<p>Concern: Student reported that he was informed the online menus posted for The Atrium at Eickhoff were incorrect.</p>	<p>Thank you for your concern.</p> <p>Ron Pritchard: The menus should be accurate but we will double-check.</p>	<p>Ron Pritchard reported that he did not find any issues. No further action is required.</p>

Our next Dining Services Committee meeting will take place on Wednesday, November 1st at 2pm in Social Sciences Building, Room 230

All meeting times, dates, and locations can be found at our website:

<https://tcnj.sodexomyway.com/community/committee.html>