



Dining Services Committee Agenda November 20, 2019

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

- **Dates:** December 4th
- **Time:** 2pm – 3pm
- **Location:** Social Sciences Building, Room 223

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!

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

- Text “TCNJDining” TO 82257 to opt in for info, promotions, upcoming events and details on the dining program!
- Text “TCNJRd” 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**
 - Under the Sea Upscale Theme Meal – Thursday, November 21st from 4pm to 9pm
 - Fuel Up Theme Meal – Thursday, December 5th from 11am to 4pm
There will be pop-up stations so come and relax and fortify your body for finals!
 - Breakfast for Dinner – Monday, December 9th from 4pm to 9pm
- **National Food Days**
 - National Cake Day – Tuesday, November 26th
 - National Pie Day – Sunday, December 1st
 - National Brownie Day – Sunday, December 8th
 - National Cupcake Day – Sunday, December 15th
These food days will be featuring items featured from the Bliss Bakery team.

2. The 1855 Room

- CityScapes: Honolulu, HI – Wednesday, December 4th from 11:30am to 2pm
- Pho Bar Action Station – Wednesday, December 11th from 11:30am to 2pm

Student: How does The 1855 Room work?

Ben Zingaro: The 1855 Room is open Monday – Friday from 11:30am to 2pm and all students, faculty, staff, and guests are welcome. Students can use points, cash, credit/debit but this location does not accept Meal Equivalency. The 1855 Room features a buffet that guests can enjoy in a quieter atmosphere and this location routinely features themed menus such as Chef Spotlights, CityScapes,

Unity Week, and more. Reservations are not required but you can make one if desired. Reservations are encouraged for Unity Weeks as many people will frequent this location for the special menus.

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!
- Two days left for smoothie bowls at Fresh Pride! Available until November 22nd, make your own smoothie bowls with a variety of toppings! Great snack to enjoy on the go too!

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!
- National Pie Day – Sunday, December 1st
- National Brownie Day – Sunday, December 8th
Due to unforeseen circumstances, Education Café will not be able to participate in either National Pie Day or National Brownie Day.

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!
- National Brownie Day – Sunday, December 8th

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

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

5. Traditions

- **Limited Time Offers!**
 - Old West Sandwich | November 4th – November 22nd | **\$6.99**
 - Lions Caprese | November 25th – December 13th | **\$7.79**
 - Tiramisu Cup | November 1st – December 17th | **\$4.59**
- National Cookie Day – Wednesday, December 4th
- 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.
 - 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.

The last Trivia Tuesday of the semester is December 3rd!

6. TDubs Dining

- National Cotton Candy Day – Saturday, December 7th
- National Brownie Day – Sunday, December 8th
- 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**

Student: Will there be dairy-free options at the yogurt bar?

Jen Ekelmann: Depending on what can be brought in bulk – please stay tuned! Toppings at the yogurt bar will include items such as honey and fresh fruit.

7. The Lions Den

- National Cookie Day – Wednesday, December 4th

Dietitian’s Events

- Fuel Up Theme Meal – Thursday, December 5th from 11am to 4pm

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.

Resolved Business 11/20/2019

11/20/2019	Student: Students are unaware of a no-swipe in time at The Atrium at Eickhoff. Additionally, someone noticed mold on their hot dog roll at C-Street Grill.	Thank you for your concern.	In the event you run into an issue with food or service or notice something that is not up to standards, please let a manager or supervisor know as soon as possible so we may correct the situation for you in a timely manner. In this case, the situation would have been corrected immediately. Should you wish to contact a manager by phone or email, please visit the Meet the Team page at tcnj.sodexomyway.com for contact information.
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Resolved Business 11/6/2019

Date	Issue	Response	Results
11/6/2019	Jen: We only have two more meetings left in this semester so please continue to bring your feedback in regards to the dining program – we aim to enhance the dining program based on the feedback from YOU!	Thank you for your comment.	No further action necessary.
11/6/2019	Karen: Food Insecurity Awareness Week is coming soon – TCNJ is creating language and signage to spread awareness of this particular week.	Thank you for your concern.	No further action necessary.
11/6/2019	RHA: Students are unaware of the non gluten-free microwave located in The Atrium at Eickhoff.	Thank you for your concern.	Please feel free to spread the word to students that the microwave is available for use!
11/6/2019	RHA: At around 10pm in TDubs, there was no one staffed at the bakery/ice cream station.	Thank you for your concern.	The Retail dining team will look into this. The schedule was reviewed by the team to ensure all stations are appropriately staffed. In the event this issue occurs again, please let an employee or supervisor know and you will be helped at the bakery.

Resolved Business 10/30/2019

10/30/2019	Student: Who is in charge of sustainability initiatives and what have you done?	Thank you for your question.	Ben: Wherever you see “Sustainable Roscoe” on a flyer, poster, etc., the Roscoe indicates that item as a sustainability initiative. We have Sustainability Interns and they have organized our Earth Week programming back in April.
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10/30/2019	SG Rep: I have received feedback that there are not enough vegan options in The Atrium at Eickhoff.	Thank you for your concern.	Ben: Dietitians Puneet and Anne would be more than happy to show any guest around the dining hall and identify the vegan options available at each station. We also have maps that serve as a guide at each entrance, and encourage students to visit Vegan Loop as it offers a variety of options.
10/30/2019	RHA Rep: Students really enjoyed burritos yesterday on October 29 th at The Atrium at Eickhoff.	Thank you for your feedback.	No further action required.
10/30/2019	RHA Rep: In regards to the Halal options in the cooler located at the salad bar at The Atrium at Eickhoff – it is full in the beginning of the week, but it empties very quickly. Also, is the Halal refrigerator monitored?	Thank you for your concern.	Ron: We only get a delivery once a week to stock this cooler. Unfortunately, many of these products are stolen. We are trying to limit how much we put out at once to limit how many items taken. We are working to address this issue. Karen: We would like students to be able to take their food freely. It may not be feasible to staff a person to just monitor.
10/30/2019	Student: Single use plastic on campus. How can it be reduced in retail dining locations? Are there more biodegradable options? Corporate Sodexo has these options.	Thank you for your concern.	Ben: We are following a “Straws on Demand” method at our cafes in an attempt to reduce straw usage/waste. Guests can request a straw if they feel they need one, but they are longer automatically handed out with drinks. The cups at The Library and Education Cafes are strawless. Additionally, we are looking into handing out more re-usable bags (Carte Blanche meal plan holders were given bags in mid-October). We can look into the options of more biodegradable items.
10/30/2019	Ariel: If Trivia Nights were a half an hour earlier I could go. Trivia is good. The timing conflicts with other club meetings (Harry Potter Club, Debate Club, 3 or 4 others starting at 8:30pm)	Thank you for your concern.	The Retail dining team will look into this and evaluate for next semester.
10/30/2019	RHA Rep: We have received reports that utensils are not always clean at The Atrium at Eickhoff.	Thank you for your concern.	The Eickhoff dining team will look into this. Ron: The machine is working correctly, so not sure if it malfunctioned or a few utensils slipped through. Please let a manager know if you observe any other utensils that are of concern.
10/30/2019	Ariel: Why are all sizes for water charged at the same price in TDubs?	Thank you for your concern.	The Retail dining team will look into this. Jen: Only the 20oz+ sizes of water cups will be charged.

Resolved Business 10/16/2019

10/16/2019	<p>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.</p>	Thank you for your concern.	<p>Ben: Thank you for your feedback. We will have our Retail dining team look into this as in regards to scheduling.</p> <p>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.</p> <p>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.</p>
10/16/2019	<p>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.</p>	Thank you for your concern.	<p>The Eickhoff team will look into this issue.</p> <p>Update: Ron Pritchard and his management team spoke with the staff at Roscoe’s Tacos to ensure they understand what the taco specials are to ensure customers receive what they ask for.</p>
10/16/2019	<p>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!</p>	Thank you for your feedback!	No further action required.
10/16/2019	<p>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.</p>	Thank you for this concern.	<p>Ben: Mislabeling of 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.</p>

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 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. 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. We also do not use trays to help reduce food waste and water consumption.

			We would love to chat more about solutions to reduce food water!
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.</p> <p>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 Ekemann: 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 been getting great reviews from students!	Thank you for sharing your feedback.	No further action needed.
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.