



Dining Services Committee Agenda December 12, 2018

Thank you for a great semester and good luck on finals!!!

Spring 2019 – The DSC dates for the Spring 2019 semester will be announced shortly, stay tuned! We will update our website and send out an email with the dates once they have been finalized.

Sick Tray Order Form – The sick tray form is being re-designed and menu items are being added and adjusted. Should you need to utilize the sick tray form, please contact Alison Peters, Service Manager for The Atrium at Eickhoff at alison.peters@sodexo.com.

Stay at Home With Us! – Kickoff Campaign continues with events on January 29th and February 8th in The Atrium at Eickhoff with cupcakes and information! To sign up for Housing at TCNJ, visit housing.tcnj.edu/apply.

Faculty & Staff Meal Plans – Can be purchased at anytime in Eickhoff 192. Blocks roll over from Fall to Spring. Additional blocks can be renewed as needed. Great savings and convenience!

- The Atrium at Eickhoff: 25 Block Plan – \$209.60
- The Atrium at Eickhoff: 50 Block Plan – \$416.08
- The 1855 Room: 10 Block Plan – \$87.14
- The 1855 Room: 25 Block Plan – \$214.27

Resident Dining

1. The Atrium at Eickhoff

- Meatless Monday every Monday! Other food options, including meat, will be available. Meatless Mondays will simply highlight the meatless options available in Eickhoff.
 - a. Partnering with the class “ANT 246: Climate Change and Society”

Retail Dining

- Taco Tuesdays are back at TDubs! Featuring specialty tacos including Korean BBQ Pork, Baja Fish Taco, and Beef Chorizo & Papas!
- TDubs Football Specials are back at TDubs! Checks may now be split amongst friends! Specials are available Thursdays, Saturdays, Sundays, and Mondays from 6pm to 1am!
 - Pizza & Wings Combo - \$22.39 (One topping pizza, 12 wings with carrots, celery & blue cheese, and five 20oz sodas of your choice!)
 - Wing Platter - \$20.39 (24 wings with carrots, celery & blue cheese)
- Simply To Go – Fall Limited Time Offers! Available at TDubs, C-Store, The Library Café, The Lion’s Den, Education Café, STEM Forum Café, and Fresh Pride Café.
 - Sunrise Wildberry Parfait \$4.49
 - Hickory Smoked Ham & Brie Wrap \$5.39
 - Roasted Portobello Cobb Salad \$6.99
 - Southern Sampler Adventure Box \$3.99

- Hickory Smoked Ham & Brie and Roasted Portobello Salad \$5.99
- Frequency Cards available at The Library Café and Fresh Pride Café!
 - The Library Café – buy 10 medium drinks, get 11th for free!
 - Fresh Pride Café – buy 10 smoothies, get 11th for free!

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!
- Winter Flavours LTOs! Visit our website for some great offerings including latkes, holiday cookies, 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.

New Business 12/12/2018

Date	Issue	Response	Results
12/12/2018	Student brought up an incident that occurred on 12/11/18 in which a staff member of Traditions was allegedly staring at him constantly for around 30 minutes. This made the student feel very weary and uncomfortable while he was trying to enjoy his meal, and would like this issue to be looked into.	Thank you for bringing this to our attention, further action will be taken.	Further action will be taken to determine who the staff member was. There was no name given, however a description of the staff member was provided. After determining who was involved in this incident, management will try to determine what the cause for his actions was and if any further measures need to be taken. The safety and comfort of all students is imperative to TCNJ Dining Services and this issue will be looked into.
12/12/2018	Student complained when he has ordered something from OBC on a kiosk that they are actually out of stock in some ingredients after they paid for their meal.	Thank you for sharing this issue.	When it is known that a food item is out of stock it can be taken off of the kiosk. However, at times staff may have just run out of an item and were not able to remove it from the kiosk before someone ordered that food item that is no longer available. In situations like this, possible refunds can be given. Please find a manager if this issue does occur in the future.

Resolved Business 11/28/2018

Date	Issue	Response	Results
11/28/2018	<p>Gerard: Still issues at 31 North Deli in The Atrium at Eickhoff. Even when two people are working there is only one side running at many times. This occurs during lunch and dinner hours. Personally talked to a staff member, who claimed has been working at this station alone for the past two months. Third time this issue has been discussed and a clear resolution has not reached.</p>	<p>Thank you for sharing this issue.</p>	<p>The Eickhoff leadership team is hearing this issue and are working towards clear results. In their own research they have seen two people working this station at most times, especially during busy lunch and dinner hours. Regardless, efforts will be taken to ensure that this issue is resolved. Communication with staff will occur to provide necessary adjustments.</p>
11/28/2018	<p>Gerard: Brings to attention that the dish machine in Eickhoff breaks and inconveniences those attending for meals. Curious about why this keeps occurring and what can be done in the future to prevent this issue.</p>	<p>Thank you for bringing this up.</p>	<p>This dish machine is a very complex machine with many components, and if even one small piece is not working properly than the whole machine must be shut down. When the dish washing mechanism is not working correctly it cannot be used due to health concerns. This piece of machinery is one of the older pieces of machinery still used at Eickhoff, but is in an overall well working condition.</p>
11/28/18	<p>Gerard: Possibility to add more kiosks at The Lion's Den food court.</p>	<p>Thank you for sharing this idea.</p>	<p>Frank: This idea is appreciated, but this would not get you your food faster. Regardless there will be the same amount of wait time, either in a kiosk line or in line waiting for your food.</p> <p>Karen: Your issue is being heard and conversations about alleviating this concern are being had. This is a new system (the kiosks) that has been overall improving the wait times for</p>

			food, long-term solutions for this issue is not something that is clear, but it is an issue that many are aware of and are combating. Technology is always changing and progressing so the future of how students order their food is not definitive.
11/28/18	Gerard: Student DJ Night is done once a week, why not have these students' music on during meal periods at Eickhoff? The radio station is 93.1.	Thank you for sharing this idea, it can definitely be looked at.	Everyone loved the music for the "Dine Through The Decades" upscale theme meal, so having a fun music idea is something that the TCNJ Dining Leadership team is open to. Specifying exactly what this new music idea is can be looked at in the upcoming weeks.
11/28/18	Currently one kiosk isn't working properly where it is not printing tickets for the food items to be made. The kiosk has been down since a bit before Thanksgiving break.	Thank you for the concern.	This issue is acknowledged and is being worked on.

Resolved Business 11/14/2018

Date	Issue	Response	Results
11/14/2018	Gerard: Still issue with not enough people at 31 North Deli in The Atrium at Eickhoff. Only one person working the station when two staff members should be there.	Thank you for sharing your concern.	The Eickhoff leadership team will ensure the schedule is adjusted so that two staff members are always working at this station. In the future, please make note of the date and time whenever you observe long lines at the deli so we may better investigate.
11/14/2018	Allyson: An RHA member	Thank you for bringing this to	Jen: Being that this issue was

	waited a half hour for a sandwich at SubConnection at The Lion's Den food court on 11/5/18, 5:15PM. It was not a busy time when this issue occurred. The employee working was talking to someone, which could have aided to the long wait time. numbers.	our attention.	10 days ago it is difficult to go back and address it, however this will be looked into. An issue like the one described could have been a computer issue, or a fellow student could have grabbed the wrong sandwich by accident. In the future please speak to a manager immediately so the issue can be properly handled.
11/14/18	Chelsea - Stand in for Janice: Issue has been brought forth about the cleanliness of The Library Café. Dirty and messy floors, and tables can be seen often. Overall it needs to be more well maintained.	Thank you for your concern.	This issue could come about due to a shortage of staff members at times or high volume of people in The Library Café during certain hours. This will be looked at and addressed with staff.
11/14/18	Chelsea (Stand in for Janice): Noticed that not many staff members eat at dining locations. Can there be a possible incentive for staff members to dine on campus rather than bring food from home?	Thank you for sharing this idea, it can be looked at.	Currently, we offer meal plans to all Faculty & Staff for The Atrium at Eickhoff and The 1855 Room. These meal plans offer value and convenience to our guests so they don't have to bring food from home and can save money every time they dine at our facilities!
11/14/18	Jen: Long lines at the Library have been worked on and combated. Jen has asked some employees to stay later, and some to start earlier to ensure that there is a good amount of staff working this station. This has resulted in a constantly moving line, with slower wait time over the past few days.	Thank you for this update.	No further action to be taken.

Resolved Business 10/31/2018

Date	Issue	Response	Results
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10/31/2018	Lara Becker (SG) – Can there be marketing created that can be used to upload on social media (Instagram, Facebook etc.) to promote TCNJ Catering.	Thank you for sharing your suggestion.	The marketing team will continue to partner with TCNJ Catering to identify opportunities and how to ease the ordering process with TCNJ Catering.
10/31/2018	Allyson Shill (RHA) – it was reported that staff at The Atrium at Eickhoff and TDubs have hit on students and asked for their phone numbers.	Thank you for bringing this to our attention.	This issue has recently been vocalized and is being combated. There is a meeting that will be happening today (10/31) where this issue will be a topic of discussion. In the future if people do not feel comfortable coming to a Sodexo manager in person and expressing the situation that happened please email the negative experience you had with either the name of the staff member or a description of them.
10/31/18	Allyson Shill (RHA) – Is it possible to have a pasta dish at Traditions?	Thank you for your suggestion.	Chef Frank: A pasta dish at Traditions would be something I would love to do, but the equipment we have in that kitchen is not capable of making a quality pasta dish.
10/31/18	Allyson Shill (RHA) – On the weekend, the grill at Traditions closes early at 5pm and there are no other options at that time.	Thank you for bringing this to our attention.	The grill should be open until 6pm, this will be addressed and fixed by Traditions management.

Resolved Business 10/17/2018

Date	Issue	Response	Results
10/17/2018	Gerard: In regards to 31 North Deli at The Atrium at Eickhoff – it can be very crowded during peak times, recommend having two people working at the	Thank you for sharing your concern.	The Eickhoff leadership team will ensure the schedule is adjusted so that two staff members are always working at this station.

	deli. Also, request more fresh bread for sandwiches.		
10/17/2018	Janice: Raised a concern regarding long lines at The Library Café and described it as sometimes chaotic.	Thank you for sharing your concern.	The Library Cafe leadership team has observed the lines during peak hours and after discussing with supervisors, they identified that the shift change that occurs during peak times may be a cause for long lines. The team is working with HR adjust the schedule to cover any gaps. In the meantime, The Library Café is working with the current staff to fill any gaps.
10/17/2018	Janice: Commented that it may be her personal opinion, but The Atrium at Eickhoff layout is confusing and disjointed. Stated that more order is needed as to where everything is including food, drinks, and utensils. Also brought up idea of maybe brining in food from Eickhoff to The 1855 Room as she enjoys that atmosphere.	Thank you for sharing your concern.	We are unable to adjust the current layout of The Atrium at Eickhoff. However, there are maps available at the register stands to help guide you through the dining facility. Additionally, please do not hesitate to contact a member of management or the concierge with any questions.

Resolved Business 10/3/2018

Date	Issue	Response	Results
10/3/2018	To advertise for TCNJ Catering, show off menu items that are not readily available at Eickhoff. Examples are wings, penne vodka, chicken francese, etc.	Thank you for sharing your idea.	This is something the marketing team will keep in mind as we continue to explore options to better promote the Catering program to students.

Resolved Business 9/19/2018

Date	Issue	Response	Results
9/19/2018	Students are unable to split checks at TDubs.	Thank you for sharing your concern.	This is something that can be looked at but seems hard to tackle due to the system used in TDubs.
9/19/2018	Student is allergic to a lot	Thank you for sharing your	TCNJ Dining leadership will

	of things, is there cheese that is vegan? If there is, some it was not available or the staff was not aware.	concern.	look into this and ensure staff is trained and aware of vegan options for students with special dietary needs.
9/19/2018	Are there cooking classes on campus? Can this be revived?	Thank you for sharing this idea.	We will look into this with the Dietitian Puneet and Chef Frank.

Resolved Business 9/5/2018

Date	Issue	Response	Results
9/5/2018	There is no sign outside the room indicating there is a DSC meeting ongoing.	Thank you for sharing your concern.	Marketing has produced a poster that will be displayed outside the meeting room. No further action required.
9/5/2018	Brooke from SG: There have been complaints regarding the lack of vegan options on campus. An email with formal complaints will be forwarded.	Thank you for sharing your concern. There are a number of vegan options available at the Retail and Resident Dining locations.	Marketing is working with the culinary team at Eickhoff to create a map and guide for students to follow regarding vegan options at Eickhoff. A similar guide is in the works for the retail locations. A map displaying all vegan options at Eickhoff are now available at each entrance to the dining hall. Signage with vegan grab & go items, descriptions, and prices have been posted at locations where they are available.
9/5/2018	Brooke from SG: A complaint was raised in regards to the lack of berries in The Atrium at Eickhoff.	Thank you for sharing your concern. Berries are available in The Atrium at Eickhoff on Wednesdays and Fridays.	Eickhoff management will ensure there are berries out on Wednesdays and Fridays and Marketing will publish online posts regarding berry availability to increase communication and awareness. Communication has been published on social media and berries are available on select days. No further action required.

9/5/2018	Gerard: The food court registers are not fully staffed during Meal Equivalency. Can the registers be fully staffed during these times to limit long lines?	Thank you for sharing your concern.	The Lion's Den management team will look into providing additional coverage to ensure all registers are fully staffed during Meal Equivalency. Additional staffing has been provided to help with Meal Equivalency. No further action required.
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