



Dining Services Committee Agenda

February 6, 2019

Welcome back for the Spring 2019 Semester!

Spring 2019 DSC Dates – February 6th, February 20th, March 6th, March 27th, April 10th, April 24th, May 8th
– visit tcnj.sodexomyway.com for more information! All DSC meetings will be held in Social Sciences Building, Room 324. The May 8th meeting will be held in The Library Conference Room 123.

Information about flyers attached to Agenda

Roscoe's Hour: Discount fountain beverages and specials offered including churros, soft pretzels, etc.

February Calendar: Valentine's Day events, Black History Month, action stations at The 1855 Room

Eickhoff: Vegan options, Vegan Entrée of the Day, vegan pizza daily, enhancement bar to help guests add additional flavor (spices, herbs, oils) to their vegetables, vegan omelets, vegan burgers, vegan pasta, and vegan cheese offered daily

The Natural Burger: Sampling tomorrow 11:30am – 1pm, sustainable and healthy alternative to 100% beef burger

Black History Dinner: February 20, 2019 working very hard with Eickhoff team and Black Student Union. Advertised on large wall outside of Brower Student Center

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

THX Recognition Program – Want to recognize a hardworking or friendly TCNJ Dining team member for all that they do here on campus? Recognize them through our THX program! Voting is easy, just visit tinyurl.com/VoteNowThx! Nominees will be revealed on a monthly basis and recognized on our social media channels.

This program recognizes employees for their hard work, upper management in the district and region receives this kind of feedback and allows them to recognize these employees.

Resident Dining

1. The Atrium at Eickhoff

- What's New?!
 - a. All vegetables are prepared vegan at The Atrium at Eickhoff! Enhance your vegetables with a wide variety of flavored oils, spices, herbs, and toppings at our enhancement bar! Located between Quimby's Kitchen & Rotisserie.
 - b. Now offering vegan pizza daily at Ceva Pizza!
 - c. Veggie Loop is now offering vegan burgers and omelets daily, vegan pasta, vegan cheese, vegetable toppings for pasta and omelets, and our vegan entrée of the day!
 - d. Vegan and vegetarian label strips have been added to our sneezeguards to help better identify options available.

Vegan burgers are able to be made quickly therefore wait time is not a concern.
Vegan Entrée of the Day posted at both cashier stands inside The Atrium at Eickhoff daily

- Chinese New Year – Tuesday, February 5th | 11am – 4pm
- Black History Month Dinner with Black Student Union – Wednesday, February 20th | 4pm – 9pm
- Meatless Monday every Monday! Other food options, including meat, will be available. Meatless Mondays will simply highlight the meatless options available in Eickhoff.

2. The 1855 Room

- CityScapes: Boston – Wednesday, February 6th | 11:30am – 2pm
- Chef Spotlight: Rodney Truitt – Wednesday, February 13th | 11:30am – 2pm
- Chocolate Desserts Action Station – Thursday, February 14th | 11:30am – 2pm

Retail Dining

- What's New?!
 - Traditions
 - Spinach & Artichoke Bowl with Pita Chips
 - Cheesecake served with Ice Cream
 - Appetizer Sampler –onion rings, chicken tenders, and fried mac & cheese balls
 - Roscoe's Hour! Join us Monday through Friday from 3pm to 6pm for exclusive specials and offerings!
 - **NEW!** Churros with Chocolate, Caramel, and Strawberry Dipping Sauces! Available with or without Ice Cream! \$6.99 or \$9.99 with Ice Cream
 - **NEW!** Soft Pretzels with Jalapeño Cheese, Beer Cheese, and Buffalo Chicken Dips! \$10.99
 - **FREE** fountain beverage with the purchase of any entrée!
 - Buy one appetizer and get a Waffle Fry Bowl, Onion Rings Stack, or Fried Mac & Cheese Balls **half off!**
 - Come celebrate your birthday with us! Free dessert with the purchase of an entrée. Must provide valid proof of date of birth.
Four students participated in this program since its launch.
 - Limited Time Offer! Farmhouse Omelet with Fresh Fruit | February 2nd – February 15th | Note: This is available for brunch only on Saturdays & Sundays
 - Limited Time Offer! Ultimate Hot Chocolate | January 28th to March 15th
 - The Lions Den
 - Simply to Go Combo – purchase any Simply to Go Salad or Sandwich with any sized fountain beverage and a bag of chips OR a piece of whole fruit for an additional \$2.59!
 - Limited Time Offer! Portuguese Spinach & Artichoke Pizza at Pizza & Pasta Co! February 2nd – February 15th!
 - The Library Café
 - By student request, we have added **turkey bacon** to our menu!
Turkey bacon has been added to Education Café as well.
 - TDubs Dining
 - Hand Dipped Ice Cream at the Bakery!
 - Sundaes at the Bakery!
There will be a variety of sundaes and the display case is still coming in.
 - Simply to Go Combo – purchase any Simply to Go Salad or Sandwich with any sized fountain beverage and a bag of chips OR a piece of whole fruit for an additional \$2.59!
 - Soup & Salad Combo – purchase a salad from our salad bar receive a cup of soup for \$2.19! That's savings of **\$0.30!**
 - Roscoe's Healthy Corner – now selling a variety of gluten free, vegan, and other nutritional foods!

Students have given very positive feedback on this initiative. TCNJ Dining's Marketing Team and Jen are looking to hang a sign above designated RHC area once approval is given.

- Limited Time Offer! Grilled Mac & Cheese at TDubs Grill! February 2nd – February 15th!
- Valentine's Day Dessert Boxes – Available from February 7th to February 14th at The Library Café, Fresh Pride Café, TDubs, C-Store, STEM Forum Café, Education Café, The 1855 Room as well as a plated dessert at Traditions for only \$10.89
- The Natural Burger – try our sustainable and nutritious mushroom-beef blend burger at Traditions starting February 4th! Stop by Fresh Pride Café on February 7th for a sampling of the Natural Burger!

Looking to run through the semester and obtain student feedback on this product.

- 100% free from added antibiotics or hormones beef ground with mushrooms!
- Mushroom blend burgers are lower in calories, sodium, and cholesterol!
- Mushrooms add important nutrients like vitamin D, potassium, and B vitamins!
- The Natural Burger helps reduce carbon footprint!
- Simply To Go – Winter Specials! Available from January 28th to March 1st at TDubs, C-Store, The Library Café, The Lions Den, Education Café, STEM Forum Café, and Fresh Pride Café.
 - Strawberry Coconut Quinoa Parfait (**Vegetarian**) | \$4.59
 - Roasted Portobello Steak Sandwich | \$4.99
 - Aztec Pollo Asado Adventure Box | \$3.99
 - Southwestern Chicken Caesar Salad (**Gluten Free**) | \$6.39
 - Apple, Cheddar, & Walnut Salad (**Gluten Free**) | \$5.79

Gluten Free salads are offered on a rotating menu.

- 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!

Skip the Straw - This is a campaign TCNJ Dining is launching to go "Straws on Demand" meaning guests will only be given a straw if they request one.

- The Dining Services Committee was presented four design options for the "Skip the Straw" campaign.
 - The pelican graphic and turtle graphic were chosen and students can now see these two graphics throughout our retail locations.
- Why are there no paper straws?
 - The demand for paper straws came rather abruptly and the manufacturers of these products were not ready to handle the requests. Also, current paper straws fall apart so they are not convenient for consumers. Additionally, with the continued increase in demand for paper straws, the pricing has increased causing it to be more difficult to carry these products.
- There are currently safety issues with metal and glass straws, so unfortunately this is not a current alternative.

Dietitian Events

- Need to get in touch with the dietitian or want to set up an appointment? Email Puneet Sethi, RDN, at sdhrd@tcnj.edu with any questions you may have!
- Mindful Moments – Thursday, February 7th from 11am to 1pm at Brower Student Center
This will coincide with sampling of burgers.
- Eat Right at Eick – Tuesday, February 12th from 11am to 1pm at The Atrium at Eickhoff

Anne Sugrue, RD, a Dietetic Technician, has joined the TCNJ Dining team and will primarily work in the Eickhoff kitchen. Anne will be here a few days a week and will have one day where she is here with Puneet Sethi, RD. As the food is prepared to go out to guests with dietary restrictions and food allergies, the dietetic technician double checks that the recipient's needs are being met. Her addition to the team

should allow us to ensure the safety and quality of our food being served to guests with special dietary needs.

Sick Trays: No requests as of now, would appreciate an approximate number every few weeks

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.

New Business 2/6/2019

Date	Issue	Response	Results
2/6/2019	AJ (RHA): Shared a compliment regarding fresher salads at Traditions and kind gestures from wait staff at Traditions, such as pulling out chairs for guests to be seated.	Thank you for sharing your positive feedback.	Student filled out a THX form to recognize employee for their great service.
2/6/2019	AJ (RHA): We have not heard anything about the sexual assault allegations and we were wondering what is being done?	Thank you for bringing this up. We are taking the appropriate disciplinary actions.	The issue is being resolved through collaboration with Title IX and the proper disciplinary actions are being taken. Details may not be shared due to confidentiality concerns, but this situation is being resolved.
2/6/2019	Gerard: How does something get on the agenda?	Thank you for raising this question.	Patrice Mendes, General Manager, and Ben Zingaro, Marketing Specialist, met with Gerard to discuss a protocol for students to have their concerns added to the agenda. Students with items they would like to add need to be emailed to both Ben Zingaro Benjamin.zingaro@sodexo.com and Patrice Mendes Patrice.mendes@sodexo.com by the Thursday of the previous week. From there, Patrice, Ben, and Karen will review any requests for items to be added to the agenda.

2/6/2019	Gerard: What is being done for the potential radio station showcase?	Thank you for sharing your inquiry.	More information and Student Government input are both required to make this decision. Gerard and Ben will work together to come up with a solution. Some items discussed include location (Traditions since they have all the equipment readily available), potential advertising for this showcase (Lions WTSR, student groups, supporters of the radio station), and the goal (showcasing Lions WTSR on campus so other students may appreciate it and spread awareness of existence of radio station)
2/6/2019	Gerard: What plans, if any, does TCNJ Dining Services have in regards to the food pantry that opened up in Campus Town?	Thank you for sharing your inquiry.	TCNJ Dining Services supports combating food insecurity by using leftover points to purchase donations and going through an official channel with the College to provide students in need with free meal plans. TCNJ Dining has partnered with Campus Police and Greek organizations to organize food drives in the spring, in which the collections are donated to local agencies such as the Trenton Area Soup Kitchen. The dietician will be adding healthy tips to these initiatives.
2/6/2019	Sophie Goldberg: Since freshman year (I am a junior now), I have been trying to get gluten free options into the food places on campus. I understand that Eickhoff has MyZone section, but what about The Library Cafe/Education Cafe/STEM Forum Cafe? There are no specific gluten free items on the menu. Some concrete examples of possible gluten free additions would be: Muffins, Scones, Cookies, Bagels, Paninis, Sandwiches, etc. Please let me know your thoughts and what can be done. Thanks!	Thank you for sharing your inquiry.	Jennifer Ekelmann, Interim Director of Retail Dining, is looking into adding gluten free frozen meals to the STEM Forum Café, but there are concerns regarding the usage of the microwave the meals, as they would no longer be gluten free if microwaved due to potential cross contamination. We would like to see what the DSC's feedback on this idea and whether a sign should be placed by the microwave, alerting students that the microwave is not gluten free.

Resolved 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	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.	Thank you for sharing this issue.	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.
11/28/2018	Gerard: Brings to attention that the dish machine in Eickhoff breaks and inconveniences those attending for meals. Curious about why this keeps occurring	Thank you for bringing this up.	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

	and what can be done in the future to prevent this issue.		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.
11/28/18	Gerard: Possibility to add more kiosks at The Lion's Den food court.	Thank you for sharing this idea.	<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 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.</p>
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 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.	Thank you for bringing this to our attention.	Jen: Being that this issue was 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
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 deli. Also, request more fresh bread for sandwiches.	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.
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 bringing 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.
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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 of things, is there vegan cheese? If so, some it was not available or the staff was not aware.	Thank you for sharing your concern.	TCNJ Dining leadership will 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.