



## Dining Services Committee Agenda

March 6, 2019

**Spring 2019 DSC Dates** – March 27<sup>th</sup>, April 10<sup>th</sup>, April 24<sup>th</sup>, May 8<sup>th</sup> – visit [tcnj.sodexomyway.com](http://tcnj.sodexomyway.com) for more information! All DSC meetings will be held in Social Sciences Building, Room 324. The May 8<sup>th</sup> meeting will be held in The Library Conference Room 123.

**Spring Customer Survey** – Our Spring Customer Surveys are LIVE! From now until March 8<sup>th</sup>, take our survey at <https://goo.gl/EpkVDH> to let us know how we are doing and how we can better meet your needs!

The survey is executed each semester to evaluate the dining experience, with the exception of when the National Association of College and University Food Services (NACUFS) conducts a customer experience survey. The purpose of this survey is to gauge the dining experience of our customers and to provide them with a better experience. One of the results from the Fall 2018 survey is the labeling of vegan and vegetarian food items at the retail locations and within The Atrium at Eickhoff.

**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](http://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. Guests are encouraged to submit their nominations through the web link but nominations can be discussed at DSC meetings and the Marketing team can submit nominations on their behalf upon request. Ben will look into adding the submission link to the Dining website.

**DSC Poll Question** – How would the students feel if Creole Sauce was removed as an available sauce for Chicken Tenders, Chips, and Waffle Fries, and only BBQ Sauce and Honey Mustard are made available? Many committee members responded that they would not be concerned if Creole Sauce was removed from the menu. Jen explained she wanted to conduct a short poll regarding sauces in Traditions as some guests were requesting more of a particular sauce, and wanted to know if students wanted more options for sauces or if the current options were enough.

### Resident Dining

#### 1. The Atrium at Eickhoff

- Imagine the PASTAbilities! Theme Meal – Tuesday, March 12<sup>th</sup> | 11am – 4pm
- St. Patrick's Day Lunch – Friday, March 15<sup>th</sup> | 11am – 4pm
- Blended Burger Sampling:
  - a. Thursday, March 7<sup>th</sup> 5:30pm – 6:30pm
  - b. Tuesday, March 12<sup>th</sup> 5:30pm – 6:30pm
- March 17 – 23 Have a happy and safe spring break!
- 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

- Beignets with Dipping Sauces Action Station – Wednesday, March 13<sup>th</sup> | 11:30am – 2pm
- Chef Spotlight: Dean Lewis – Wednesday, March 27<sup>th</sup> | 11:30am – 2pm

## Retail Dining

- Traditions
  - The Natural Burger – mushroom beef blended burger now available! Any feedback?
  - Roscoe’s Hour: Monday – Friday, 3pm – 6pm
    - **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.

A student stated that their birthday isn’t during the academic year. Karen Roth suggested looking into the idea of providing a birthday special within a given time frame for those who don’t have their birthdays during the academic school year. Jen responded that she and her team will brainstorm on that idea.
  - Limited Time Offers!
    - Ultimate Hot Chocolate | January 28<sup>th</sup> – March 15<sup>th</sup> | **\$3.99**
    - Aztec Burger | March 2<sup>nd</sup> – March 15<sup>th</sup> | **\$7.99**
    - Blueberry Peach Muesli Parfait | March 2<sup>nd</sup> – March 15<sup>th</sup> | **\$3.79 (Brunch Only)**
- 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!
    - Chicken Cacciatore Pizza | March 2<sup>nd</sup> – March 15<sup>th</sup> | **\$3.39**
- Education Café & The Library Cafe
  - By student request, we have added **turkey bacon** to our menu!
- TDubs Dining
  - Banana Split and Ice Cream Brownie Sundaes available at the Bakery!
  - 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 and receive a cup of soup for \$2.19! That’s savings of **\$0.30!**
  - NEW Taco Tuesday Specials!
    - Two Tacos & Nachos **\$8.99**
    - Two Tacos and Chips with Salsa, Sour Cream, and Guacamole **\$5.99**
  - Limited Time Offer!
    - Aztec Burger | March 2<sup>nd</sup> – March 15<sup>th</sup> | **\$7.99**
- STEM Forum Café
  - Pretzel Day every Wednesday! \$0.99 pretzels available while supplies last!

## **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](mailto:sdhrd@tcnj.edu) with any questions you may have!
- **Mindful Moments in the Brower Student Center all week from 11am – 1pm**

Puneet Sethi: Next week we are celebrating National Nutrition Month with a series of events called Mindful Moments. We will be collaborating with other organizations on campus providing education and raising awareness to self-care and mindfulness and how it is connected to healthy eating.

Karen Roth: Could you explain to us why this was created?

Puneet Sethi: We found that programs like Mindful Mile were great in theory; however, attendance was low due to several circumstances. We decided that a collaborated effort could provide a greater impact for the campus community.

- **Monday, March 11<sup>th</sup>** Mindful Eating Table with Thrive Peer Educators
  - The Nutrition Team will be engaging students in a conversation about mindfulness and provide examples of how they can practice mindful eating on their own.
- **Tuesday, March 12<sup>th</sup>** Body Awareness and Compassion Table with the Humanitarian Yoga Club
  - The Nutrition Team will be sharing with students the benefits of yoga on both the body and mind.
- **Wednesday, March 13<sup>th</sup>** SMART Goal Setting Table with Exercise in Medicine
  - The Nutrition Team will help students identify areas of their health that could use improvement and assist in making SMART goals.
- **Thursday, March 14<sup>th</sup>** Getting in Touch with the Wisdom of the Body Table with the Center for Mindfulness and Compassion
  - The Nutrition Team will explain how students can become more in tune with their bodies and demonstrate strategies for practicing mindfulness.
- **Friday, March 15<sup>th</sup>** Mental and Physical Well-Being Table with CAPS and Health Services
  - The Nutrition Team will explain the relationship between mental and physical well-being and describe various resources on campus.
- Eat Right @ Eick – Thursday, March 28<sup>th</sup> from 11am to 1pm at Brower Student Center

**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 3/6/2019**

3/6/2019	<b>Karen Roth:</b> Great job to the Eickhoff Team! Great work with the Black History Month dinner on February 20 <sup>th</sup> , despite the snowstorm!	Thank you for sharing your feedback.	No further action necessary.
3/6/2019	<b>Christina of Student Government:</b> Could the C-Store sell almond milk in larger bottles and sell Arugula?	Thank you for sharing your inquiry.	Alison Peters and the C-Store team will look into this request.
3/6/2019	<b>Christina of Student Government:</b> Students reacted positively to the recent employee initiative on mental health on campus.	Thank you for sharing your feedback.	No further action necessary.

3/6/2019	<b>Christina of Student Government:</b> The service at Fresh Pride Cafe is fast, so that's great!	Thank you for sharing your feedback.	No further action necessary.
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**Open Business 2/6/2019**

2/6/2019	<b>Sophie Goldberg:</b> 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. <b>Puneet Sethi, RDN, shared her concerns that there is a risk for cross contamination should gluten-free items be used in a microwave that is not designated for gluten-free items, and recommends that the STEM Forum Café does not sell gluten-free items if there is only one microwave for usage. At this time, the café will not proceed with offering frozen gluten-free items due to the microwave safety concern.</b>
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**Resolved Business 2/6/2019**

Date	Issue	Response	Results
2/6/2019	<b>AJ (RHA):</b> 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	<b>AJ (RHA):</b> 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	<b>Gerard:</b> 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 <a href="mailto:Benjamin.zingaro@sodexo.com">Benjamin.zingaro@sodexo.com</a> and Patrice Mendes <a href="mailto:Patrice.mendes@sodexo.com">Patrice.mendes@sodexo.com</a> 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	<b>Gerard:</b> 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	<b>Gerard:</b> 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.

**Resolved Business 12/12/2018**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
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	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

	feel very weary and uncomfortable while he was trying to enjoy his meal, and would like this issue to be looked into.		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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
11/28/2018	<b>Gerard:</b> 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	<b>Gerard:</b> 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.	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 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	<b>Gerard:</b> Possibility to add more kiosks at The Lion's Den food court.	Thank you for sharing this idea.	<b>Frank:</b> 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.  <b>Karen:</b> 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.
11/28/18	<b>Gerard:</b> 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	<b>Gerard:</b> 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	<b>Allyson:</b> 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,	Thank you for bringing this to our attention.	<b>Jen:</b> 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

	which could have aided to the long wait time. numbers.		please speak to a manager immediately so the issue can be properly handled.
11/14/18	<b>Chelsea - Stand in for Janice:</b> 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	<b>Chelsea (Stand in for Janice):</b> 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	<b>Jen:</b> 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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
10/31/2018	<b>Lara Becker (SG)</b> – 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	<b>Allyson Shill (RHA)</b> – 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	<b>Allyson Shill (RHA)</b> – Is it possible to have a pasta dish at Traditions?	Thank you for your suggestion.	<b>Chef Frank:</b> 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	<b>Allyson Shill (RHA)</b> – 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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
10/17/2018	<b>Gerard:</b> 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	<b>Janice:</b> Raised a concern regarding long lines at The Library Café and described it as sometimes chaotic.	Thank you for sharing your concern.	The Library Café 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	<b>Janice:</b> 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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
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	<b>Brooke from SG:</b> 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	<b>Brooke from SG:</b> 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	<b>Gerard:</b> 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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