



## Dining Services Committee Agenda

April 24, 2019

**Spring 2019 DSC Dates** – May 8<sup>th</sup> – visit [tcnj.sodexomyway.com](http://tcnj.sodexomyway.com) for more information! The May 8<sup>th</sup> meeting will be held in The Library Conference Room 123.

### Resident Dining

#### 1. The Atrium at Eickhoff

- Kosher for Passover – Starting at 4pm on Friday, April 19<sup>th</sup> until Saturday, April 27<sup>th</sup>, The Atrium at Eickhoff will be offering matzo and macaroons as well as items in the Kosher Reach-In Cooler at Bamboo Gardens. As the consumption of grains is prohibited during Passover, specific Kosher and Halal meals will be available during this time as to avoid any potential grain contamination of the usual Grab & Go items available in the Kosher Reach-In Cooler.
- April 22<sup>nd</sup> – April 26<sup>th</sup> is Earth Week! Throughout the week, TCNJ Dining will be highlighting different sustainability initiatives. More details to come!
  - a. Earth Day Luncheon – Monday, April 22<sup>nd</sup> | 11am to 4pm  
The Earth Day Luncheon will be highlighting sustainable dining practices that TCNJ Dining Services and Sodexo utilize.  
After the luncheon, we will be attending the Bonner Institute-sponsored event, Greenstock.  
**Greenstock has been postponed to Thursday due to the weather. TCNJ Dining will be in attendance.**  
At Greenstock we will be showcasing TCNJ Dining Services initiatives to the campus community. Greenstock is taking place at the TCNJ Campus Garden from 3pm – 5pm and is open to the community.
  - b. **Tuesday** will showcase an educational theme of water conservation where students can calculate their water footprint and learn how they can practice water conservation in their daily lives.
  - c. **Wednesday** will be focused on energy conservation and educating students on their carbon emissions as well as what they can do to reduce their carbon footprint. There will be an activity where students can calculate their specific carbon footprint. **The lights and TV monitors in Traditions were turned off as a means to conserve energy.**
  - d. **Thursday** will emphasize food waste and the impact it has on the environment through educational information.
  - e. **Friday** will revolve around plant-based diets and how they have a substantial and positive impact on the environment. We will be showcasing plant-based recipes and providing recipe handouts for those who are interested.
- Pretzel Day – Friday, April 26<sup>th</sup> | 11am – 9pm | The Atrium at Eickhoff
  - a. Turkey Burger on Pretzel Roll – C-Street Grill
  - b. Pretzel Bite Bar with Mustard & Vegan Cheese – Veggie Loop
  - c. Ham & Swiss on Pretzel Roll – 31 North Deli
  - d. Pretzel Crusted Salmon – Quimby's Rotisserie (this item will be available until 3pm only)

- **Lunch to Learn Globally** – Upscale Luncheon with the School of Education – Tuesday, April 30<sup>th</sup> | 11am – 4pm | The Atrium at Eickhoff  
This will be the last upscale dining event of the semester and it will be sponsored by the School of Education. There will be music, linens, and different types of global foods to showcase the Global Student Teaching program. Off-Site Graduate Programs and Study Abroad will also be present for the meal.
- Cinco de Mayo Luncheon – Friday, May 3<sup>rd</sup> | 11am – 4pm | The Atrium at Eickhoff
- Fuel Up Lunch – Thursday, May 9<sup>th</sup> | 11am – 4pm | The Atrium at Eickhoff
- Breakfast for Dinner – Tuesday, May 14<sup>th</sup> | 4pm – 9pm | The Atrium at Eickhoff

## 2. The 1855 Room

- Prime Rib Action Station – Wednesday, May 8<sup>th</sup> | 11:30am – 2pm  
There will be a Prime Rib luncheon with plenty of delicious sides to go along with it.

## Retail Dining

- Kosher for Passover (April 19<sup>th</sup> – April 27<sup>th</sup>)
  - Matzo is available at Traditions
  - Matzo is available at all locations in The Lions Den, including matzo pizza.  
Matzo is available on the kiosks as an option.
- Pretzel Day – Friday, April 26<sup>th</sup> | All Day | The Lions Den, STEM Forum Café, and Traditions
  - Enjoy **\$0.99** pretzels from The Lions Den and STEM Forum Café!
  - Try a Beef (**\$10.89**) or Chicken (**\$9.79**) Cheesesteak on a Pretzel Roll at Traditions!
- Traditions
  - Due to positive feedback, Spaghetti Dinners on Fridays have been extended until May 17<sup>th</sup>! Between 3pm and 5pm, enjoy spaghetti for **\$5.99**. Add a homemade meatball for **\$3.99!**
  - Roscoe’s Hour: Monday – Friday, 3pm – 6pm
    - **Now available!** Vegetarian Layer Dip | **\$11.49**
  - Limited Time Offers!
    - Crème Brûlée Sampler | Now – April 30<sup>th</sup> | **\$5.59**
      - This dessert was created by Chef Frank and includes six different samples.
    - Loaded Milkshakes | Now – May 20<sup>th</sup> | **\$8.99/\$9.99**
      - The Loaded Banana Milkshake is \$8.99 and the Loaded Brownie and Loaded Cookie Milkshakes are \$9.99.
- 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!
    - Chinese Tofu & Broccoli Pizzetta | Pizza & Pasta Co. | **\$3.39**
- TDubs Dining
  - 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!**
  - Taco Tuesday Specials!
    - Two Tacos & Nachos **\$8.99**
    - Two Tacos and Chips with Salsa, Sour Cream, and Guacamole **\$5.99**
  - Smoothie Punch Cards can be used at TDubs Bakery between 12pm and 5pm!
- STEM Forum Café
  - Pretzel Day every Wednesday! **\$0.99** pretzels available while supplies last!

## **Dietitian Events**

- Mindful Moments – Thursday, April 25<sup>th</sup> from 11am to 1pm at Brower Student Center

- Fuel Up Luncheon will be on May 9<sup>th</sup> from 11am to 4pm in The Atrium at Eickhoff. The goal of Fuel Up is to provide students with stress relief activities such as making your own relaxing scrubs (made of edible ingredients) and coloring handouts. Brain boosting foods will be part of the luncheon to help you prepare for finals. The Dietitian Team will be present to answer any questions and to share tips on nutrition and health.

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!

### 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

Date	Issue	Response	Results
4/24/2019	<b>Karen Roth:</b> Could AJ ask her cohorts if they could name five things they enjoy about Dining Services as well as five things they would like to see changed about the program?	Thank you for sharing your inquiry.	AJ will discuss with her cohorts and connect with Ben to report any feedback.
4/24/2019	<b>AJ:</b> Could cold brew be added as an option for students in The Library Café?	Thank you for sharing your inquiry.	We are unable to do this due to lack of storage space and the processing time it takes to create cold brew. Jen and the Retail team looked into this previously and concluded that they do not have enough resources to fulfill the offering of cold brew for this location.
4/24/2019	<b>Karen Roth:</b> Is there an option to have cold brew anywhere else on campus?	Thank you for sharing this inquiry.	All of the locations that coffee is currently sold do not have the storage capacities for cold brew. Bottled cold brew is sold in a few resource locations and Christina from Student Government said that cold brew demand is low and the product is expensive so it does not seem like it would make much of a difference on campus.
4/24/2019	<b>Megan of Student Government:</b> As we have recently moved to straws by request, is it a possibility to begin adding strawless lids?	Thank you for raising this inquiry.	Jen and the Retail team will do further research into this option. This would only be done in The Library Café.
4/24/2019	<b>Student:</b> I was wondering if there could be more options for low sodium and low sugar intakes or if there are any resources to tell students what is already available?	Thank you for raising this inquiry.	Puneet informed the committee that they can look for the Mindful icon wherever the food is labeled. Food labeled with the Mindful icon is checked for low sodium and sugar items. Ben also noted that students can also go onto the Dining Services

			website where they can see what is being cooked beforehand in real time for Eickhoff and The 1855 Room. There is also detailed specific nutritional information available from this resource. They can also contact Puneet with any additional dietary concerns.
4/24/2019	<b>Student:</b> The macaroons have been running out in Eickhoff before dinner throughout Passover. There were also not a lot of regular dining options in Eickhoff without grains during the week.	Thank you for raising this concern.	We will have managers checking the station periodically and if there is ever none available at the table please bring it to a manager's attention. They will populate the station with fresh options. Moving forward, having more options throughout the dining hall without grains will be taken into consideration for next year.
4/24/2019	<b>AJ from RHA:</b> There have been a few complaints about slow service in Traditions.	Thank you for raising this concern.	More details, such as times and days of the week, would be necessary for further research to be done. Please ensure this information is available for future complaints so we may better address the situation.

### Open Business

Date	Issue	Response	Results
4/10/2019	<b>Christina of Student Government:</b> The spaghetti dinner at Traditions is delicious, and students love it but the portions are very large. This heavily contributes to food waste. Is there any way we could reduce the amount of food, specifically the size of the single large meatball?	Thank you for sharing your inquiry and concern.	The Traditions team will look into what can be done to reduce the size. The meatball is meant to cause a "wow" moment for students and therefore is meant to be distributed in large portions. Adding signage that recommends sharing the meatball will be looked into. <b>At this time, staff has been trained to explain the serving size of the Homemade Meatball to guests.</b>
4/10/2019	<b>AJ of Residence Hall Association:</b> Students are looking for healthy breakfast options and were wondering if it was possible to offer Special K cereal in The Atrium at Eickhoff on a consistent basis?	Thank you for your inquiry.	The resident dining team will research further into this. They often try to offer at least one type of Special K cereal. The cereals are cycled through based on student feedback. Another option for students while this matter is being researched is eating yogurt from the salad bar and granola cereal together. <b>Special K cereal is now available in the dining hall.</b>
4/10/2019	<b>Karen Roth:</b> What would the Dining Services Committee think about turning Veggie Loop fully vegan?	Thank you for raising this inquiry.	Ron Pritchard described what is currently available at Veggie Loop, which includes made to order pasta, vegetables, and a few other options. There are a few items that would need to be removed, the most popular being the alfredo sauce.

			<p>Christina from Student Government commented that this would be a good outlet for students that were considering going vegan.</p> <p>Chef Tony believes he has enough vegan recipes to make it an interesting and delicious station. He is currently working on a vegan omelet. If Veggie Loop were to only produce vegan options, it would operate similarly to how it does now. The vegan pizza at Ceva Pizza has already been a success as well as the Ultimate Burger, which is a soy protein burger and it is enjoyable for non-vegan and vegan students alike. This could alleviate student concerns. Alfredo sauce can be incorporated more consistently into other stations. As further action we will follow up with the Residence Hall Association and Student Government.</p> <p><b>SG and RHA both concurred that the majority of their student bodies would want a Vegan Loop rather than a Veggie Loop. Based on the Dining Services Committee's analysis, this will be turned into a Vegan Loop. Details to be determined in the future.</b></p>
4/10/2019	<b>Karen:</b> Is it possible to get vegan cheese on the pizza?	Thank you for your inquiry.	<p>This is not a possibility, as it is approximately four times the price of regular cheese. It also does not cook well. An option for students is that they can get vegan cheese from the deli and sprinkle it on the pizza. This could be advertised as an Eick Hack.</p> <p>Christina from Student Government commented that price is a reasonable restriction and that there is a plethora of vegan options for students. The resident dining team will look into adding vegan cheese to Veggie Loop for convenience so that students can sprinkle it onto their pizza.</p>
4/10/2019	<b>Gerard:</b> I have seen long lines at the deli and other students have noted the same issue. At times there is only one side of the deli open and only one person operating it.	Thank you for raising this concern.	<p>The resident dining team will look into what is causing the issue. It is scheduled so that there are two people at the station at all times and so that both stations should be open.</p> <p><b>The Dining team has ensured that two staff members are present at the deli and that times where there may be one staff member may be due to an employee on break or during the shift change for the day. Regardless,</b></p>

			management will continue to keep an eye on the deli to ensure it is appropriately staffed.
3/27/2019	<b>AJ of Residence Hall Association:</b> Students at RHA were wondering if Traditions could provide additional vegan options?	Thank you for sharing your inquiry.	The Retail team will work with Executive Chef Frank to see what vegan offerings can be provided.  Chef Frank is looking to make sure students are aware of what vegan options are already in place so that they can be improved upon via specific feedback if necessary.

**Resolved Business 4/10/2019**

Date	Issue	Response	Results
4/10/2019	<b>AJ of Residence Hall Association:</b> All of RHA really enjoyed the StrEATS of New York theme event as well as all of the other theme nights put on by Dining.	Thank you for sharing your feedback.	No further action necessary.

**Resolved Business 3/27/2019**

Date	Issue	Response	Results
3/27/2019	<b>Christina of Student Government:</b> Is it possible to get a QR code created in order to submit THX nominations?	Thank you for sharing your inquiry.	The Marketing team will work to produce a QR code that we can promote on social media and hopefully add to signage around campus. The Marketing team has created a QR code and is finalizing new collateral for the THX program that includes the QR code in the advertisement. This will be posted around campus and in social media posts.

**Resolved Business 3/6/2019**

Date	Issue	Response	Results
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> 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.
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.	As of April 12, 2019, almond milk in quart size is now available at the C-Store.

**Resolved Business 2/6/2019**

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

### 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	<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**

<b>Date</b>	<b>Issue</b>	<b>Response</b>	<b>Results</b>
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, which could have aided to the long wait time. numbers.	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 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

Date	Issue	Response	Results
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.
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**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 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	<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 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.

**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 Lions 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.