



Dining Services Committee Agenda

May 8, 2019

Point Busters – Available at C-Store and TDubs! Use up your remaining meal plan points before they are forfeited at the end of the semester to buy snacks and drinks in bulk! The last day to place an order is May 10th.

Cram a Cruiser – Food drive co-sponsored by TCNJ Dining, Campus Police, Delta Sigma Pi, and Residence Hall Association. Donation boxes are available at the C-Store, The Lions Den, STEM Forum Café, TDubs, and the lobby of each residence hall. We are looking to collect non-perishables and personal care items to donate to Mercer Street Friends. A TCNJ police cruiser to donate your items will be in Alumni Grove on May 8th from 9am to 4pm. *As of this meeting, Cram a Cruiser is still ongoing. At the conclusion of the event, the organizers will calculate the total weight of the donations collected but the amount of donations collected so far has already surpassed last year's! This year, the donations will be going to Mercer Street Friends, which will then decide what The Shop food pantry in Campus Town needs, as they are very busy right now and only need specific items. Some questions to ponder – how can we improve and memorialize this event in the future? We would like to open more discussion with the committee and see what everyone's thoughts are.*

- **Gerard:** The competition could be made to be a week later so that students have more incentive to utilize leftover points.
- **Christina:** This event could also be extended to departmental offices. A competition could also be made out of it.
- **Gerard:** More schools in the area could be included in the competition/event such as Rider and Princeton.

*Update: Cram a Cruiser collected approximately **744 pounds** of food, beverages, and personal care items. This includes 11 cases of water and 6 cases of macaroni and cheese donated by just one student!*

Resident Dining

1. The Atrium at Eickhoff

- Fuel Up Lunch – Thursday, May 9th | 11am – 4pm | The Atrium at Eickhoff
 - a. 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. *The information shared during this theme meal will inform students how they can be healthy during finals and perform at their best! The dietitian team is excited to share with the students.*
- Breakfast for Dinner – Tuesday, May 14th | 4pm – 9pm | The Atrium at Eickhoff
Students will really enjoy this special menu at Eickhoff! The menu was put together by Executive Chef Tony Salzarulo.

Retail Dining

- Traditions
 - Due to positive feedback, Spaghetti Dinners on Fridays have been extended until May 17th! Between 3pm and 5pm, enjoy spaghetti for **\$5.99**. Add a homemade meatball for **\$3.99**! The homemade meatball is best shared with a friend! **A lot of the limited time offers have been extended into the end of the semester.**
 - Limited Time Offers!
 - Loaded Milkshakes | Now – May 20th | **\$8.99/\$9.99**
 - The Loaded Banana Milkshake is \$8.99 and the Loaded Brownie and Loaded Cookie Milkshakes are \$9.99.
 - Mother's Day Specials – Mother's Parfait (**\$6.19**) and Lemon Crepe (**\$3.29**) will be available May 11th & May 12th.
- 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**!
 - Eastern Sensations – The retail team will be discussing different kinds of concepts for this station for the next academic year.
 - **Chef Frank Rette:** We are discussing potentially changing the Eastern Sensations concept to a burrito-style station. This would give more versatility and better cater toward vegan/vegetarian students as well as students that eat meat-based foods. This would not impact the sushi station – that will remain present.
 - **Joseph:** This would be popular among students as it is already seen in TDubs.
 - **Ben:** In our focus groups, the vegan/vegetarian students said they enjoyed the Roscoe's Tacos & More station in The Atrium at Eickhoff, therefore they would most likely enjoy this option.
 - **Chef Frank Rette:** Another option could be a soup station, but we are not sure if students would enjoy this as much. We are also considering a salad option, but the burrito station would include salads as part of its versatility. Please feel free to contact me if you have any other ideas. We are always looking to improve without being too redundant and we are especially looking to add inclusive options for vegan/vegetarian students.
 - **Karen Roth:** We will need to contact Student Government and the Residence Hall Association over the summer to assure transparency as well as various other individuals.
- TDubs Dining
 - Limited Time Offer – Grilled Mac & Cheese | May 3rd – May 17th | **\$7.99**
 - 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!
- **We were able to order strawless cold cup lids for The Library Café and Education Café. We will be phasing out the current lids and straws at the cafes and introducing the new lids as the current inventory runs out. Once we transition to the strawless cold cup lids, The Library Café and Education Café will no longer carry straws.**

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!

- **Ramadan** – Puneet and her team have put together shelf-stable meal kits for students who are observing Ramadan. A number of students have signed up to take advantage of this meal program for Monday – Friday at their request. If anyone would like to participate in this program during Ramadan, they can reach out to Puneet. She will be compiling a list of names and requests. Students can coordinate with Puneet to pick up their food.
 - Karen Roth: I would like to thank the dining team for putting this together with thought and efficiency. Ramadan will fall during finals week for the next 4 years, we hope to see this program grow. We will be looking for student feedback after this program ends.

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.

Karen Roth: If you could change two things about Dining Services, what would they be?

- **Ron Pritchard:** I would like to see more comfort foods and things such as that offered in The Atrium at Eickhoff. It could be intermixed where and how often these foods occur.
- **Chef Tony:** I would love to see a teaching kitchen and doors installed at MyZone in The Atrium at Eickhoff.
- **Karen Roth:** I would like to see a program where groups can sign up to have a family style dinner.
- **Christina:** Electronic sign outside of The Atrium at Eickhoff with the menu available so that students don't need to go inside to see what food is available
- **Christina:** I'd like to see the omelet station grow because it is very popular.
- **Gerard:** I'd like to see the option to order Meal Equivalency on their phone and come to pick it up, and just generally utilizing technology to improve efficiencies.
- **Ariel:** I'd like to see more fresh fruit as the fruit in The Atrium at Eickhoff seems as if it has been out all day and is not fresh. Similarly, the smoothies in TDubs do not work as there often times there are no workers at the station. There are no other fruit options in TDubs. I'd also like to see more berries.
- **Joseph:** I would like to see more faculty and administrators eating among the students. This would give it a community feeling.
- **Janice:** I would like to see The Library Café seating area spotless all the time. A solution could be wipes available on the wall for students to wipe down the table if applicable. The floors and tables are always really bad.
 - Janice will work with Ben to determine what would be effective. Dietitians Puneet and Anne can always assist as they have experience with the hospital perspective.
- **Ben:** I'd like to see more participation from student groups. We grew a lot of relationships this year and it's really fun to partner with these organizations.
- **Giovanna:** I'd like to see more meal plan options for students not living on campus.
- **Chef Frank:** I enjoyed working with the senior class and would like to have more interaction with the classes.

New Business

Date	Issue	Response	Results
5/8/2019	Christina of Student Government: In TDubs, there used to be healthy/vegan/vegetarian options but there has not been any in a long time.	Thank you for raising this concern.	Chef Frank has noticed this recently as well. He has drastic plans to improve this dining area and will look into adding more vegan/vegetarian items. He has been discussing how to utilize the space better with the managers.
5/8/2019	Ariel Steinsaltz: For my class, I had students compile a survey in regard to Dining Services. Most students do not believe Dining Services is healthy. Students are also interested in the option for kiosks in Traditions to speed up the ordering process.	Thank you for raising this concern and inquiry.	Ben will give his email to obtain the results and parameters of the survey, and will look into the results with the leadership team.
5/8/2019	Christina of Student Government: Is there a way that the numbers could be displayed at OBC Grill or SubConnection in The Lions Den rather than yelling them out?	Thank you for sharing your inquiry.	Ben, Chef Frank, and the rest of the Retail team will look into this option over the summer.
5/8/2019	Christina of Student Government: The Mindful sandwiches at the Fresh Pride Café are not up to the same quality as they used to be.	Thank you for sharing your concern.	The Retail team will look into this issue.
5/8/2019	Joseph: At the Fresh Pride Café, the breaded chicken is barely chicken and mostly bread.	Thank you for raising this concern.	The Retail team will look into this issue.
5/8/2019	Joseph: At The Lions Den, is there a way to have more grab-n-go style options for items such as sandwiches? The large customization at SubConnection takes so much time rather than having general sandwiches to grab similar to the sushi and Simply To Go options.	Thank you for sharing this inquiry.	The dining team will look into this option over the summer.
5/8/2019	Gerard: Instead of having stickers at The Lions Den, why not have stamps?	Thank you for raising this inquiry.	The Retail team will look into this option over the summer and how it would affect The Lions Den operationally.

Resolved Business 4/24/2019

Date	Issue	Response	Results
4/24/2019	Megan of Student Government: 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. Jen confirmed that the strawless lids will be available in Education Cafe and in The Library Café.
4/24/2019	AJ of Residence Hall Association: 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.
4/24/2019	Student: 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	Student: 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	AJ of Residence Hall Association: 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	Karen Roth: 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 SG 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	Karen Roth: 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.
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Resolved Business 4/10/2019

Date	Issue	Response	Results
4/10/2019	AJ of Residence Hall Association: 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.
4/10/2019	Gerard: 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.	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. 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, management will continue to keep an eye on the deli to ensure it is staffed.
4/10/2019	Karen Roth: 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. Christina from Student Government commented that this would be a good outlet for students that were considering going vegan. 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

			<p>follow up with the Residence Hall Association and Student Government. 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.</p>
4/10/2019	<p>Karen: Is it possible to get vegan cheese on the pizza?</p>	<p>Thank you for your inquiry.</p>	<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. 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	<p>Christina of Student Government: 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?</p>	<p>Thank you for sharing your inquiry and concern.</p>	<p>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. At this time, staff has been trained to explain the serving size of the Homemade Meatball to guests.</p>
4/10/2019	<p>AJ of Residence Hall Association: 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?</p>	<p>Thank you for your inquiry.</p>	<p>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. Update: There is Special K in the dining hall now.</p>

Resolved Business 3/27/2019

Date	Issue	Response	Results
3/27/2019	Christina of Student Government: 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.
3/27/2019	AJ of Residence Hall Association: Students at RHA were wondering if Traditions could provide additional vegan options?	Thank you for sharing your inquiry.	The Retail team with 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. We are still looking into vegan options in Traditions. We have had a lot of limited time offers in Traditions that have been continued because they were successful. We will continue adding these limited time offers but we are still continuing to look into more vegan/vegetarian options without cross contamination of animal products. Permits and equipment are being looked into right now.

Resolved Business 3/6/2019

Date	Issue	Response	Results
3/6/2019	Karen Roth: Great job to the Eickhoff Team! Great work with the Black History Month dinner on February 20 th , despite the snowstorm!	Thank you for sharing your feedback.	No further action necessary.
3/6/2019	Christina of Student Government: 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	Christina of Student Government: 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	Christina of Student Government: 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

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 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	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. 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	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 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	Gerard: Possibility to add more kiosks at The Lions Den food court.	Thank you for sharing this idea.	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. 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.
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 numbers.	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.
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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 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	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.

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 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.