



Dining Services Committee Agenda

October 6, 2021

Introduction:

Mark introduced the meeting and discussed the upcoming meeting dates. Each member that was present at the meeting went around the room and introduced themselves and their roles at TCNJ.

BITE App:

Mark explained the benefits of the Bite App so that students can see what is being served in Eickhoff & 1855 Room in real time. He explained that this is a great resource for students with dietary restrictions since they can see ingredients and allergens in the various dishes.

myDtxt:

Mark talked about the MyDtxt program and how it has been implemented all over campus using posters, social media, flyers, digital boards, etc. Zion commented that he had spoken with another representative from SG and said that they have been using the system with good success. Vincent commented that he thinks it is a great system for students to be able to show their feedback.

Residential Dining:

Leigh-Ann discussed all the past and upcoming national food holidays that Eickhoff has hosted. She discussed the Blue & Gold Spirit Lunch with the decorations and décor. Vincent & Zion commented that all the décor has looked amazing (especially the ice sculpture) and that they have been hearing very positive things from students and they see the effort that we are putting in. Leigh-Ann also introduced the upcoming events in 1855 which include CityScapes – New Orleans, Action Stations, and our Chef Spotlight.

Retail Dining:

Rose discussed about the giveaway in the Library Café for National Coffee Day with the purchase of the Apple Crisp or Pumpkin Spice drinks. She also discussed the DAILY specials in T-Dubs and that they have something going on there every night of the week. She touched on the introduction of the Empanadas and how they have been a big hit the last couple of weeks. She brought some samples for the Committee to taste test and they got very positive reviews. Rose discussed that some of the stations remain closed due to staffing but touched on the ICEE machine and what a success that has been. Karen asked about advertising the different specials for Saturdays since the Bakery is closed and Jen commented that T-Dubs still runs the Football Specials on that day. Vincent added that we should expand advertising for T-Dubs around campus and Mark concluded by saying that he will look into what approvals are necessary.

Homecoming:

Jacqueline discussed the cookie contest and talked about the family with their award, chef hats and aprons. Karen commented that she really liked the touch of adding the welcome messaging to the digital boards for the families and for the cookie winners. Nastassia discussed the Homecoming giveaways they did for Traditions which included mugs and candy for the first 24 customers and the swag bags with cups, lanyards, keychains.

Registered Dietitian:

Anne discussed about how successful the first Eat Right @ Eick was. She commented that participation was low again for today’s Mindful Moments, having only one person visit her table. Vincent asked about what Mindful Moments is and Anne explained that it is a tabling program all about promoting healthy eating and habits while on campus. Jacqueline discussed moving the event to a different day than Wednesdays since most students have clubs or meetings those mornings. Vincent commented about moving the location and providing more interactive elements. Anne hosted a tabling event on Saturday for Homecoming to promote her services on campus for any students that need help with dietary restrictions or eating on campus. Rose commented that Anne services all the units and that she is more than happy to walk any students through out locations and point out options for them.

General:

Mark explained the reusable bag giveaway that took place during the Blue & Gold Spirit Lunch and how we gave away over 1,000 bags in 3 hours. He explained that they will continue with the bag giveaway in various locations around campus and will update the committee on the specifics of the plan.

Q&A / Feedback - 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.

Resolved Business

Date	Issue/Feedback	Response	Results
10/6/2021	What is the plan for social media programs such as Eick Hacks?	Thank you for your question.	Mark Glodowski: “We are introducing a new social media campaign called Eats @ Eick. This campaign will highlight a creating a meal at Eick daily using food from different stations. We also plan to include meals such as gluten-free, vegan, etc. to show students the options that Eickhoff does have daily.
10/6/2021	How can we engage more students with our messaging?	Thank you for your question.	Zion: “The Instagram takeover and highlighting our staff really starts to build a connection with the students. The bag giveaway was also a great idea to engage the students. I think a suggestion box or a button with a small giveaway such as a mint is another simple way to interact with the students.” Vincent: “We could potentially implement a feedback board or something where students

			would be able to write comments, notes, or feedback regarding their experience.”
10/6/2021	What do you think is the next step in the process to improve?	Thank you for your question.	Keith Murray: “We think that things have been improving significantly. We have made progress in staffing but still have some positions that we need to fill. We are still experiencing issues with our supply chain, and we are continuing to find new ways to source products. We are actively addressing the concerns around long lines, food quality, and quantities. We understand that there is still much more that needs to be done and we are constantly reviewing our processes to see how we can provide a better experience. We continue to train our employees about food safety and customer service.” Vincent: “We certainly understand the supply chain issues and wanted to let you all know that students are seeing a difference.”
10/6/2021	Have you had any students apply for the student ambassador program?	Thank you for your question.	Keith Murray: “Yes. We have had several students reach out and right now we are not looking for more applicants.”
10/6/2021	Have you seen more applications come in from students?”	Thank you for your question.	Leigh-Ann Herbert: “Since the last meeting, we have seen at least 4-5 students apply and come on board.”
10/6/2021	Zion: “Since you presented during the last SGA meeting, I have talked one on one with many students that have said they do notice a difference and they thank our efforts to improve the experience for dining on campus. Students were very appreciative that Dining Services was available to answers questions and to provide real feedback.” Vincent: “I have talked to many of my friends about how I have seen the quality and service in Eick improve. Employees are trying to improve customer service.”	Thank you for your feedback.	No follow up needed.

<p>9/22/2021</p>	<p>There have been several student complaints regarding Eickhoff such as lack of food, stations being open and employees yelling at students.</p>	<p>Thank you for your concern.</p>	<p>Keith Murray: “We are faced with the biggest labor shortage that I have seen in this industry and hiring remains our top priority. We are still experiencing supply issues with a vendor emailing last night stating that they would not be making their scheduled delivery to us when promised. We have sourced food from grocery stores, warehouse throughout the area, etc. in order to get product. We are doing our absolute best to bring on more employees. We had a job fair last week that brought in 26 people that we are trying to push through the system. There is absolutely no excuse for any employee to be anything but courteous to our students. Most of our employees are working overtime and double shifts, but that is no excuse for that behavior. We are continuing everyday as we have huddles to remind our employees to be kind, explain things to students such as when more food is coming out and that we are not out of food. We apologize for any inconvenience, and we are all putting in as much effort as we can.”</p> <p>Trisha King: “We have passed along 23 people into the hiring process. Hiring remains our top priority and for those who were not able to come to the job fair, we have been reaching out to schedule virtual interviews and phone screens. It’s a very difficult time in staffing right now as we try to get candidate through the system as quickly as we can. The labor shortage is not just affecting hospitality right now and we are doing our best to navigate this unprecedented time.</p> <p>Keith Murray: “From the time an employee accepts the offer, it usually takes at least 2-3 weeks to have them start. We started recruiting in May & June and we are starting to see a better flow of applicants, but we can only move as fast as the process allows. Of the 23 we have pushed through; previous history shows us that we may get about 10 that start from that group.”</p> <p>Jen Ekermann: “We are hiring students! We have positions available, and we can be flexible with any schedule. Please spread the word that we do have work for those who want it! Students can move through the</p>
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			<p>process extremely quickly and they have a choice of where they want to work on campus.”</p> <p>Audrey Perrotti: “We are aware of the student concerns and take them extremely seriously.</p>
9/8/2021	Are masks being provided in Eickhoff in case students forget theirs?	Thank you for your concern.	Audrey Perrotti – “Masks are behind the cashier at Eickhoff and they are welcome to ask for one if they forget them.”

Next Meeting

- Wednesday, October 20th at 2:00PM in the Social Sciences Building – Room 223.