



Dining Services Committee Minutes

September 22, 2021

Fall DSC Meeting Dates

Mark introduced the meeting and shared the dates of upcoming DSC meetings. He explained that anyone can find updated information on our website regarding the DSC or the dining program in general.

BITE App

Mark explained that there is signage across campus (posters, 8.5x11s, napkin inserts) that discuss the Bite App and how you can access menus for Eickhoff & 1855 Room. There will be some social media posts soon to promote the app as well to expand the use of the program.

myDtxt

Mark introduced the MyDtxt system and how it is used to get into contact quickly with our dining team. You can send feedback, comments, schedule appointments, etc. all by texting 82257 with the keywords (TCNJDINING, TCNJRD, or TCNJKFamilies) from your phone. He encouraged everyone to sign up for the alerts and stated that there will be signage in various locations as well as on social media to allow students a simple way to give feedback.

Residential Dining:

Mark discussed the National Food Days that were upcoming in Eickhoff. National Ice Cream Cone Day was the day of the meeting and Mark had sent out a social media post to promote the celebration. Mark discussed the first theme event of the semester, So Long Summer Splash, and how it was positively received by the students. Mark said that he is still compiling the surveys from the event and will get those sent out by the end of the week. Audrey commented on how fun the decorations and music were.

Audrey brought up the cookie competition for the Blue & Gold Spirit Lunch and discussed what decorations and apparel we have. Ron said that families send in recipes that are created and tested. There is then a vote and the winner will be honored during Homecoming with their cookies being available for everyone to try. The winners will receive a medal and a box of their cookies to take home.

Jess said RHA has been working with Sodexo to plan a late-night event the night before homecoming to spread school spirit. She explained that there will be a tater tot bar, churros and chocolate sauce, chips and salsa, and lemonade and water. This will be the 5th anniversary of the event and will be held in BSC 100 from 6:30pm – 8:30pm.

Mark went over the dining survey dates again with the committee and talked about the plan to market the survey for students which included printed signage in all locations, social media, tabling, etc.

1855 Room

Mark discussed upcoming events for the 1855 Room such as Tony’s Chef Spotlight and CityScapes – New Orleans. He also talked about the menus for the 1855 Room being up on the website with all their nutritional information. He said there will be additional signage in the location with specials for desserts, sandwiches, etc.

Retail Dining:

Todd introduced the specials for Fresh Pride & STEM Cafés which include It’s a Breakfast Morning and Coffee Hour – where students get special deals on products.

Rose talked about the upcoming food holidays such as National Coffee Day (September 29th) and National Pumpkin Spice Day (October 1st). The Education Café will have Pumpkin Pie served for the holidays and special coffee options. She discussed that the Library Café will also have specialty options and she mentioned the Coffee Power Hour special which is from 5pm-6pm where students can get additional discounts.

Rose introduced the empanada special at T-Dubs and talked about the social media statistics and said that they will be there every Tuesday. She also explained the daily specials at T-Dubs and encouraged students to come try all of the new options. Game night features Jenga, cornhole, etc. Jen mentioned that we will bring empanadas to the next meeting so that the committee can try out the new offerings.

Registered Dietitian:

Mark talked about our first Mindful Moments and how we are advertising on social media to increase traffic. He informed the committee that we will be having the first Eat Right @ Eick and that Anne will have samples to promote National Whole Grain Month.

General:

Mark explained the sustainability initiative and the reasoning behind the bag giveaway on campus. He will be creating signage for the different units that they will be available at and will promote the giveaway on social media.

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	Response	Results
9/22/2021	There have been several student complaints regarding Eickhoff such as lack of food, stations being open and	Thank you for your concern.	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

	<p>employees being yelling at students.</p>	<p>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 Ekelmann: “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 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>
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Date	Issue	Response	Results
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

Mark concluded the meeting by thanking all of those who came and voiced their feedback. He informed the committee that the next meeting will take place on October 6th at the same time and location.