Dear Mason students and family members:

Welcome back! It's been wonderful to see the campus come to life as students move in and start classes.

The Dining Services team is aware that the campus dining experience over move-in was not up to our team's standards or those of our customers. While we are striving to achieve a return to "normal", we ask for patience and understanding as we overcome some key challenges.

- The university's COVID Safety Plan will help keep customers safe, but it can result in longer wait times for food service and tables.

- A labor shortage is being experienced nationwide — we have been actively recruiting employees but it may take another several weeks, or longer, for all dining locations to be fully staffed. Students interested in employment can apply with Sodexo at Wednesday's job fair.

- We just welcomed both the freshmen and sophomore classes to campus for the first time! Given the large crowds over move-in weekend, some dining locations filled to capacity quickly. As the semester continues, we expect crowds at peak dining times; we encourage diners to be considerate of their fellow Patriots by freeing up tables when finished and enjoying other areas on campus for extended social gatherings.

We are working hard to provide a positive dining experience, and things have improved. In order to meet students' needs in our current environment, the Dining Services team will be consolidating operations to focus on dining halls and key retail locations in the core of campus. For example, we will reopen *Gold Rush* for grab-an-go dining. ***In addition, we will be providing dining vouchers to students as a thank you and when service issues arise.*** We will continue to share updates via email, Facebook, Instagram, and/or Twitter. Dining hours of operation will be continually updated on our website.

Thank you for your understanding and support of Mason as we work together to overcome these challenges and provide a great on-campus experience for our community.