

DENVER DINING BY SODEXO

FREQUENTLY ASKED QUESTIONS 2020- 2021

WHAT IS THE REBECCA CHOPP GRAND CENTRAL MARKET?

- A. The Rebecca Chopp Grand Central Market (RCGCM) is a brand new, state of the art, central dining hall opening in the new Community Commons in January 2021. It will have over 700 seats including the dining hall and patio.
- B. It will combine the three smaller dining halls: Nelson, Centennial and Nagel, into one centrally located facility with nine unique food eateries, offering over 600 combinations of meals.
- C. Meals offered in RCGCM will be Ala'carte. It creates an inclusive environment where everyone, undergraduate and graduate students, faculty, staff and visitors, are welcomed to choose a meal and pay for what they select.
- D. Meals are not required to be purchased to use the seating and patio.
- E. Students on a meal plan will be able to use a block plan "swipe" and receive a complete meal: entrée, three sides and a beverage.
 - a. Each of the nine eateries will offer a full meal, including: salad, protein(s), vegetables, fruit and dessert.
- F. Students may also elect to use Meal Plan Cash or Flex to purchase smaller items and are not required to use a meal swipe unless they wish to receive a full meal.
- G. Faculty, Staff, upper-class and graduate students will have the option to purchase Block Meal Plans offering the same complete meal: entrée, three sides and a beverage.
- H. Guests will have the option to eat in the beautiful dining hall with the gorgeous views or carry their meal with them in a compostable container.

WILL NELSON AND CENTENNIAL DINING HALLS BE ALA'CARTE IN FALL QUARTER?

- A. No, Nelson and Centennial Dining Halls will remain 'all you can eat' from September to November 2020.
- B. Nagel Market will continue to offer a meal swipe equivalency.
- C. Starting in January 2021, all campus dining locations will move to Ala'carte services.

WHAT HAPPENS TO NELSON, CENTENNIAL AND NAGEL DINING?

- A. Nagel Market will close at the end of fall quarter 2020.
- B. Nelson and Centennial will operate as retail locations where students can use their Meal Plan Cash, Flex, credit cards and cash.
 - a. Nelson will be a Mexican restaurant, like Salsa Rica, currently operating in Nagel.
 - b. Centennial will be a Wing restaurant, like WOW in the engineering school.
 - c. J-Mac and Centennial General Stores will continue to operate in their same location for the entire school year, September – June 2021.
- C. Nelson and Centennial Halls are scheduled to undergo a renovation transforming them into high end retail dining locations.
 - a. The General Stores will be blended into the renovated space, along with increased food selections.

WHAT MEAL PLANS ARE AVAILABLE FOR 2020-2021?

- A. The university is moving away from the Unlimited Plan and offering three Block Meal Plans with \$230 in Meal Plan Cash per quarter
 - a. The quarterly Block Plans will be: 175, 150 or 125 plus Meal Plan Cash
 - b. Block Meals may be used at student discretion based on their schedule and life style.
 - c. Every Block Meal can also be a guest meal.
 - d. The number of meals on the Block Plans were derived from statistical analysis of actual meal swipes currently being used on a weekly basis by our students on the current meal plans.
 - e. Students will be able to see their balance on their Pioneer Card account.
 - f. Students will be able to change their meal plan up to the first week of each quarter.
 - g. Block Meals and Meal Plan Cash expire at the end of each quarter.
- B. Additional Block Meals will be available to purchase from the Pioneer Card Office in increments of 10 Block Meals. You can purchase 10 Block Meals at a time or select as many as you feel necessary.

WHAT ARE THE HOURS OF RCGCM?

- A. The dining hall will operate Monday through Friday, 7:00 am – 7:30 pm with continuous service.
- B. Saturday and Sunday will offer Brunch and Dinner, 9:00 am – 2:00 pm; 4:45 – 7:30 pm.

WHAT ABOUT LATE-NIGHT DINING?

- C. Late Night Dining for 2020 – 2021 will continue to operate Monday – Thursday, 9 pm – 10:30 pm.
 - a. Late Night Dining will be offered in Centennial and Nelson Dining Halls.
 - b. Late Night Dining from September – November 2020 will be offered on an “all you can eat” basis.
 - c. Starting in January 2021, meals will be offered as a “meal equivalency” with a meal swipe providing an entrée, 3 sides and a beverage.

WILL THERE BE DIETITIAN SUPPORT FOR STUDENTS WITH SPECIAL DIET REQUESTS?

- A. Yes, Gina Vega, RDN, will be on site to support students on special diets or with food allergies.
 - a. The RCGCM is designed to accommodate the most restricted diets, as well as, offer much more variety for students who are vegan or vegetarian.
 - b. Specific food platforms are designed for each of the items listed above, but you will also be able to find food that you like from multiple locations which meet your dietary needs.
 - c. Halal options will also be available at several concepts.

WHAT ELSE IS COMING TO THE COMMUNITY COMMONS?

- A. The Rebecca Chopp Grand Central Market is located on the entire 2nd floor.
- B. On the first floor, Denver Dining will be opening a full-service **Starbucks Coffee Shop** and a new concept called **Natural!**
 - A. Natural is a multi-day part program featuring healthy breakfast bowls, lunch and dinner salads and wraps.

- A. The Natural uses local and sustainably sourced fresh products and will feature multiple combinations of delicious smoothies.
- B. On the fourth floor, with a panoramic rooftop view, the **FOUR SEASON PAVILION** will open in January 2021.
 - A. Featuring a bountiful buffet of delicious salads, fruits, vegetables and proteins, lunch will be served Monday – Friday from 11 am – 1:00 pm.
 - B. The unique setting is a special place you may wish to entertain a guest or treat a friend to a meal.
 - C. From 4:00 pm – 7:00 pm, free hor’dourves will be available while a full-service bar will offer local craft beers and unique wines.
 - D. You must be 21 to consume alcohol but the space is open to all members of the campus community and purchases are not necessary.
 - E. Programming and private space will be available from 7:00 pm – 10:00 pm.

DO I HAVE TO PURCHASE A MEAL PLAN?

- A. First and Second year students who live on campus must choose a meal plan from the 175 Block, 150 Block or 125 Block Plans.
 - a. Students have until the first week of each quarter to change their meal plan.
 - b. Your meal plan is on your DU ID card and is required at time of purchase. Meal plans are non-transferable.
 - c. Meals expire at the end of each quarter and do not carry over.

WHAT IS MEAL PLAN CASH?

- A. The Meal Plan Cash included with each meal plan and can be used in any of the Denver Dining locations on campus.
 - a. One Meal Plan Cash dollar is equal to \$1 in cash.
 - b. Meal Plan Cash purchases are exempt from sales tax.
 - c. Meal Plan Cash is a declining balance account. The amount attached to the meal plan selected is the balance at the beginning of the academic quarter; each purchase is deducted from that account.
 - d. Meal Plan Cash expires at the end of each quarter and is non-refundable.

WHAT ARE FLEX DOLLARS?

- A. Flex Dollars may be added to your Pioneer ID card at any time and be used at any dining location on campus.
 - a. When you use Flex Dollars at Denver Dining locations on campus, you will receive a 10% discount and you don’t pay sales tax – a savings of over 18%.
 - b. Flex Dollars roll over and can be refunded upon graduation or at the end of an academic year. To add Flex Dollars to your card, please visit the Pioneer Web site.