



Agenda

April 16, 2021 | Dining Hall, Murray Student Center

Agenda Items

Attendance

- Kate Cole
- Colene Doughty
- Michael Aboshanab
- Nina Cantamessa
- Jonathan Dorin
- Celeste Gigliotti, intern
- Emma Kittay, intern
- Marleah Dentes, intern
- Lily Feinberg, student
- Victoria Catanzarite, student
- Mackenzie Vinci, student
- Paul Galgano, Marist Business Office employee
- Joseph Trocino, Marist Residential Life employee

General

- Follow us on social media (Instagram, YouTube, Twitter, TikTok) @MaristEats
- Visit our website MaristDining.com > Culinary Council Page
- Text keyword *maristeats* to 82257 to provide feedback
- Check out our weekly newsletters posted every Thurs/Fri on our Instagram
- Dining Updates as of April 14th – review
 - Located on Marist Dining homepage > Service Updates & IG link in bio
 - Walk-up Grab&Go service in Dining Hall now available
 - dine-in still suspended, Grubhub still available
 - Marketplace opened with regular operating hours
 - Menu favorites now exclusively offered at Marketplace
 - North End delivery remains expanded to Zones 4 & 5
 - Cabaret delivery service returns to regular delivery days, Fri-Sun
 - Steel Plant Garden Cafe opened with regular operating hours
 - Chef's Table will resume in Dining Hall beginning next week
 - including omelet station on weekends
 - Dining Tent outside is now open for student use
- Our team! Tell us about an employee who makes your day better:
<https://www.sodexosurveys.com/f/114357/1598/>
- Internships – NOW HIRING FOR FALL 2021. Deadline is April 30.
 - \$15/hr paid internship on campus

- Flexible scheduling
- Available positions:
 - PR/Writing
 - Videography/Photography
 - Graphic Design
 - Sustainability
- U Pick – Low Balances & Grubhub
 - Make sure you have a balance your account
 - Refer to My Marist to top off Thrifty cash (tax-free)

General Manager Updates (Colene)

- Parent Q&A
 - Meet every other Thursday @ 8:30pm
 - Addressing feedback about Grubhub delivery
- Service Recovery
 - Looking to rectify mistakes, continuously improve quality of service
- Grubhub Delivery Service
 - #1 in the country with Grubhub Delivery Service
 - Grubhub is using Marist Dining Services as a pilot
- Plant Based Menus – students have expressed renewed interest
 - Meeting with students to incorporate feasible plant-based ideas into menus

Dining Hall

- DiningHall2Go Specials – Nachos, Kebabs, Brunch
 - Tuesdays
 - Good sales response
 - Iced coffee offerings on weekends
- Omelets Back on Weekends
 - Beginning tomorrow (4/17)
 - 9am-2pm
 - Grab&Go
- Made to Order Pasta Specials
 - Thursdays
 - Dining2Go options for pasta coming
- Dining Tent now open for seating

Retail Shops

- Steel Plant, Marketplace reopened
- Starbucks Refreshers
 - Starting Monday (4/19)

- Available at Hancock
- Pink Drink, Strawberry Acai Refresher, Very Berry Hibiscus
- Sabra guacamole now available at Donnelly & Cabaret
- New Smoothie at Donnelly
 - Mango, pineapple, strawberry
 - Flavor chosen based on poll results
 - Walk-up only
- Simply to Go California BLT Wrap
- New Snacks & Bevs: Bubly Bounce, Immune Lifewater, Blueberry RX Bars, Lucy's Gluten Free Cookies

North End Dining

- Wings Special Today
- Review of Past Specials Including Fish Fry, Stadium Burgers & More
- Offering new snacks: Lifewater, Nerds, etc.
- Offering smoothies for walk-up

Catering

- Catered the Vaccine Pop-Up

Food Trucks & Pop-ups

- Farmers & Chefs – they're back! 5:00pm-9:00pm Saturday & Sunday. Also, hiring at their restaurant!
- Chakra Bowls Pop-Up – 11:30am-3:30pm at North End Dining on Saturday & Sunday

Nutrition

- Simple Servings - free of the top 8 allergens – milk, eggs, wheat, soy, shellfish, peanuts, tree nuts, and gluten

Sustainability & Community

- FeedHV – who have we donated to?
 - Week of April 12 - 70 pounds and nearly 60 meals, was the Children's Home of Poughkeepsie, which provides residential services, including boarding, emergency foster care, and transitional living programs, as well as community-based services, including care management, and child and family treatment and support.
 - Week of April 5 - 60 pounds and nearly 50 meals, was the Hudson Valley Community Center, a local nonprofit organization that provides a number of programs to the Hudson Valley community – youth mission programs, friendship centers, exercise activities, childcare programs, and more.
 - Week of Mar 29 - 80 pounds and nearly 70 meals, was Exodus Transitional Community, a local nonprofit organization that supports people transitioning from incarceration to full integration into their communities. Exodus offers several other programs, including emergency housing and transitional housing coming soon, workforce development training, youth empowerment seminars, counseling and group sessions, and many more.
- Servathon – Report out in May
- Earth Day – April 22 – Community Garden
 - Invite students to clean out Marist Dining plots

- More info coming on IG
- Fair Trade Campaign Commission – Acai, North River Roasters, Bananas

Cultural & Religious

- Passover, Easter & Ramadan
 - Accommodating dietary restrictions due to religious observance
- [Indian Dosas](#) at Chef's Table on Tue. April 20th

Special Events

- Review of Spring Scavenger Hunt
 - Great feedback from students
 - Remote, socially distant
- Spring Carnival
- Cinco De Mayo

Discussion / Open & Closed Issues

- Paul > breakfast sandwiches at Donnelly Cafe
 - Possibility to offer double meat? Sometimes light on the bacon
 - Understand there'd be an additional cost
 - Nina: Looking into that, could be implemented next week
- Victoria > cancelled orders (specifically from Cabaret), low stock on salads and beverages from Hancock
 - Nina: Increasing orders for Simply To Go orders, should address stocking issues
- Lily > ordered omelet from Dining Hall two days ago, it was delivered last night after saying it had been cancelled
 - Colene: ticket could've been delayed from an IT standpoint
 - Jonathan Dorin: reaching out after meeting to investigate
- Joseph > RDs used to have a meal plan, taken away due to COVID
 - passing on feedback from RAs
 - Vegan/vegetarian options
 - Soups at North End
 - Missing order items, slow response to rectify, respond, or refund
 - Kate: Students should reach out via MyDTxt (MARISTEATS to 82257)
 - When Simple Servings runs out, students with allergies are left with few options
 - Unwanted items sometimes used to replace out of stock items (ex. candy)
 - Colene: We should not be substituting, we will talk about it
 - Ingredients unlisted on Grubhub, can't tell if it contains allergens
 - Lower New Townhouses don't have a closer delivery location

- Isolation students are reliant on housemates to deliver food
- Appreciate Grocery2Go options, looking for even more variety
 - Kate: looking for specific item requests
- North End Dining has long wait times, inaccurate times
 - Colene: Working on that as a top issue
 - Mike: Balancing volume and quality of food
 - Nina: Some items at North End are also offered at Marketplace, so that's another option for students now that it has reopened to alleviate wait time
 - Rainy weather can also delay delivery times, keeping food hot & dry
 - Lower New: Moved to Foy to keep food inside
 - Colene: We are readjusting to post-change pauses, and level out among locations, so delivery times should decrease again
 - Taking feedback and making adjustments
- Mackenzie > Marist Munchies Instagram account
 - Kate: We're aware of the account
 - Anonymous, difficult to know what their personal grievances are
 - Each manager is aware, we look at each post individually
 - Some posts are errors we have corrected through meetings with individual students and retraining on employees
 - Other posts are false representations, outdated menu items
 - Managers are auditing food, taking photos of food before sending to students
 - Correcting mistake before reaching students and checking food to make sure it's up to our quality standard
 - Pleased by results of audit
 - The account is counterproductive, since we cannot address these students' individual concerns
 - The account only hurts, helps no one
 - Managers working hard, never ignore students that are working hard
 - Dealing with 84,000 Grubhub orders
 - Culinary Council, Parents Q&A, Instagram page, MyDTxt, to hear student feedback field student questions and concerns
 - Colene: Pass on all feedback: good, bad, and neutral
 - Kate: Thanks for bringing up, and has been addressed with parents
- Victoria > thank you to you and your staff! Have had more positive experiences than negative this year, and all thanks to you!