

# **Dining Services Advisory Committee**

## Meeting Minutes

December 11, 2019

- 1) Attendance
  - a) Robert Southworth, Jose Abraeu, Jon Gordon, Sue Riehl, Colleen Pennell, Lindsey Schoettlin, Roseann Donovan, Matt Sirinek, Pam Watters
- 2) Events and Happenings
  - a) Best Thing I Ever Ate
    - i) Scheduled for next semester
  - b) Xmas Dinner
  - c) Gingerbread House Contest
    - i) Winner receives \$300 catering credit
    - ii) Challenge with pre-built houses
    - iii) 13 total participants
  - d) Thanksgiving dinner over 800 attendees
  - e) Xmas dinner over 600 attendees
  - f) Late Night Breakfast
    - i) Scheduled tonight
    - ii) Would like to encourage students to put their phones down
    - iii) Accepting meal donation for the Carroll Cupboard
  - g) Rotating offerings in food truck area
    - i) Highlight foods from global CCEs
  - h) Other events scheduled for next semester
    - i) Looking to provide more theme meals (all day program)
    - ii) More opportunities to provide meal swipe donations
      - (1) Stay on campus to support the Cupboard
- 3) Secret Shopper program
  - (1) Participants from Dining Advisory Committee
  - (2) Reward with Dining Dollars/meals
  - (3) Solicit feedback
- 4) PIT Customer Service
  - a) Use Skelton Meal Plan on card
    - i) Review order and dining process step by step
- 5) Other Customer Service
  - a) Responding to issues as they arise
  - b) Deliberate in finding solutions
- 6) Food Insecurity
  - a) Provide better ways to identify students who may need more meals
  - b) Big issue and not widely reported
  - c) Sensitive approach to respect confidentiality
  - d) Donations are appreciated
  - e) No questions asked for Carroll Cupboard
  - f) Looking to make left-over food available from events/catering
- 7) Ongoing Concerns
  - a) Improved service at ABP
    - i) New staff is great
  - b) PIT Ups and Downs
    - i) Issues with staff not understanding menu options/meal exchanges
  - c) Satisfied that other issues have been addressed

- 8) Sustainability
  - a) Working on repairs and equipment change outs
  - b) Demo of dehydrator in spring
  - c) Issued a report to include sustainability initiatives
    - i) Will share and review report at future meeting
    - ii) Want to be thinking of what's next
  - d) Rcup
    - i) Google rcup.com
    - ii) Looking to reduce or eliminate use of single plastic cups
    - iii) Offer a reusable cup
- 9) What Next
  - a) Catering
    - i) Ability to use Chartwells for private catering
    - ii) Consider pre-purchase of dinner for employees to take home
    - iii) Custom options not specifically on catering menu
  - b) Refresh dining room space
    - i) What are some wish list items
    - ii) MDR seats about 400
      - (1) Lunch tends to be the most busy
    - iii) Booth seating
    - iv) Different kinds of seating
    - v) More of a restaurant vibe vs cafeteria feel
    - vi) PIT used more to hang out and study
      - (1) Soft seating
      - (2) Movable walls or dividers to make smaller spaces
      - (3) Charging stations
  - c) Meal Plan Feedback
    - i) Introduced the X Plan
    - ii) What other plans are desired?
    - iii) Meal plans in ABP
      - (1) Options are too limited – many options are not included
      - (2) Have to use more dining dollars to cover the cost of sandwich and drink
      - (3) Make it clearer for what options are available as part of meal swipe
      - (4) Change meal options when menu gets updated
    - iv) Adding meal swipes
      - (1) Not a user-friendly process
      - (2) Takes too long with unnecessary back and forth
    - v) Balance of plans