

# University Dining Service

## Newsletter

### April/May 2008

#### **New Permanent Employees in UDS**

UDS has two new employees to introduce. Both employees started during the month of March 2008. We're very happy to welcome them to the team.

Todd Uptadel started at the Commons as a Cook 2 and is working on the evening shift and rotating through the three weekend rotation with the other cooks. Todd has an extensive background in food preparation in a variety of venues. He has been a Chef at The Creamery Restaurant in Downsville, a Chef and the Westgate Sportsman's Club in Eau Claire and is also currently assisting Dunn County with meal services. Todd is from Menomonie and is excited to be part of the UDS team. Please take time to introduce yourself to Todd when you have the opportunity.

Joanie Dulin started at the Memorial Student Center as the Student Employment Coordinator. This position was vacated by Kathy Foster this past fall. Joanie's responsibilities are to oversee the student employment procedures, work in FoodPro with catered events, and assist with all office functions. Prior to coming to UDS, Joanie worked for Century 21 Realty for 10 years. She was the go-to person for clients on their first contact and subsequent issues regarding services provided by Century 21. This was a job that focused a great deal on customer satisfaction, handling customer complaints and coordinating office activities. Joanie is also from Menomonie. Please take time to meet Joanie when you get a chance.

#### **Dining Service – Building Plans In The Future**

There are two major projects for dining service operations making their way through the state approval and bidding process.

One project is the renovation and upgrading of the second floor of the Merle Price Commons. This project is slated to be done during the spring and summer of 2009. The project will include infrastructure upgrades in the back of the house areas along with a brand new serving area and upgraded seating areas. It is scheduled to be completed prior to the opening of school in fall 2009.

The second project is the building of a brand new dining hall for north campus. The current facility is at the end of its life cycle and improvements to the existing facility would not be cost effective. The new dining hall location will be more centrally located for north campus residents. It will include traditional dining meals, convenience items and a late night operation. Construction of the new dining hall is scheduled to start in spring of 2009. The dining operations are scheduled to open in the new facility in the fall of 2010.

#### **Family Weekend Coming in April**

The dates for this year's Family Weekend are April 11, 12 and 13, 2008. University Dining Service will be opening the Heritage Café on Saturday from 10:00 a.m until 3:00 p.m. Be sure to bring your visitors by and enjoy the welcoming atmosphere of this restaurant and experience one of our many popular upscale sandwiches, salads or specialty items from the Chef's Corner.



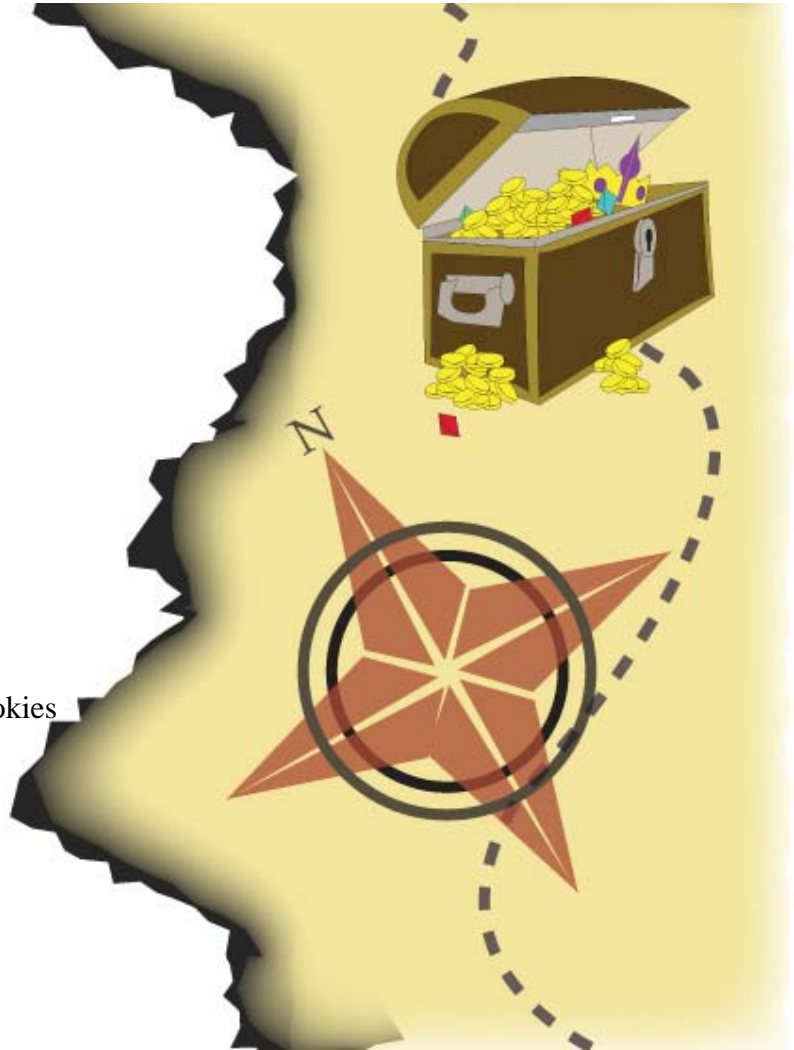
The Buccaneer Crews at Commons and Tainter Dining Halls invite you to the:

**“Pirates Treasure Buffet”**

Tuesday April 8, 2008  
Commons: 4:00 – 7:30 p.m.  
Tainter: 4:00 – 7:00 p.m.

**Menu Selections**

- Asparagus & Orange Salad
- Fresh Tropical Fruit Salad
- Deep Sea Blue Salad
  
- Spicy Caribbean Pork Loin
- Sesame Salmon Fillets
- Teriyaki Portabella Mushrooms
  
- Buttered Baby Red Potatoes
- Saffron Rice
  
- Teriyaki Oriental Vegetables
  
- Dilly Dinner Rolls
  
- Banana Split Cake – Your way!
- White Chocolate Macadamia Nut Cookies
  
- Venetian Sunset Grog
  
- Prices:
- Baseline      \$2.30
- Flexline      \$7.25
- Cash          \$8.50
- Block          One Meal



**UDS Hosts Booth at Optimal Health Fair**

UDS again set up a booth at the Optimal Health Fair in the Multi-Purpose Room of the Sports and Fitness Center. This event was open to the UW-Stout campus and Menomonie community. This fair is hosted by the campus Optimal Health committee and has excellent participation from staff, students and community members. Attendance is estimated to be 350-400.

UDS offered three food items as samples to participants and shared the nutrition information, selling location and price so those who enjoyed them could find them in the future. We had Veggie Pizzas and Parfaits from Tainter and Freshens Smoothies from the Student Center. These were all very popular.

The booth also included a nutrition display, demonstrations on the interactive UDS nutrition site, and a nutrition quiz for participants, with a drawing for a cookbook on healthy cooking. Lisa Eierman, RD in UDS, with assistance from dietetics students, answered any nutrition related questions. Participants were happy to learn about the web based nutrition information available to them.

## University Dining Service National Benchmarks

In October of 2007, UDS administered customer satisfaction surveys in seven dining operations on campus: The Pawn, Terrace Café, Heritage Café, Commons Dining Hall, Tainter Dining Hall, Expressway Carts (four locations) and Northern Express & PM.

There were 1474 surveys completed, which were then sent to Industry Insights for compilation and benchmarking against 96 other college foodservice operations from across the nation. A total of 123,542 surveys were completed in total from all institutions involved in the benchmarking.

UW-Stout's Dining Service overall rating for each factor is equal to or higher than the industry average for that factor. Operational scores meet or exceed the industry average in all but one area. Scores were based on a 1 to 5 scale, with 1 being very dissatisfied and 5 being the most satisfied.

### Summary by Type of Operation

	UW-Stout	Industry
Commons Cafeteria	3.6	3.7
Tainter Cafeteria	3.7	3.7
Terrace Café (Food Court)	3.8	3.7
Pawn (Convenience Store)	3.8	3.8
Northern Express & PM	4.0	3.8
Heritage Café (Sit-Down)	4.0	3.8
Expressway Carts (Express Units)	4.0	3.8

	UW-Stout	Industry	Contract Operations
General Satisfaction	3.8	3.7	3.3
Food	3.8	3.8	3.4
Menu Variety	3.6	3.5	3.1
Value of Food	3.6	3.3	2.9
Service	4.1	4.1	3.7
Cleanliness	4.1	4.1	3.9
Appearance of Facilities	4.0	4.0	4.0



#### **April**

4	Barb Merten, Salad Cook
28	Debra Friedli, Service Lead

#### **May**

15	Linda Fane, Cook
21	Barb Stephens, Service Lead
26	David Leach, Executive Chef

## Gap Analysis

A gap analysis done by the Survey provided insight, by operation, into those factors which are most important to customers and would most directly impact customer satisfaction provided a focus is made on initiatives in these areas. The top five gap analysis factors for all operations combined are listed below, those marked with an (\*) are also in the top five for the industry. Note, that two areas tied for 3<sup>rd</sup>.

1. **Freshness\***
2. **Value\***
3. **Taste\***
3. **Nutritional Content of Food**
4. **Variety of Healthy Menu Choices\***
5. **Variety of Menu Choices\***



### April

1991 Rod McRae, Catering Manager  
2001 David Leach, Executive Chef

### May

1991 Lisa Miller, Food Service Manager



## Graduation Buffet Scheduled

University Dining Service will be hosting the spring commencement buffet on Saturday, May 10, 2008, in the Memorial Student Center. The menu includes: Cumin Rubbed Pork Loin, Baked Ziti, Herb Roasted Chicken, Mashed Potatoes w/Pork Gravy, Chicken & Herb Stuffing, Vegetable Medley, Caesar Salad, Broccoli Cole Slaw, Fruited Gelatin, Greek Pasta Salad, Assorted Breads, Fruited Cheesecake Squares, Coffee, and Milk. Check out Shoppes@Stout, call X1482 or stop in Room 224 of MSC for tickets and/or reservations.

# Student Employees of Month



## September 2007

Commons Brandon Dolan  
 Tainter Marty Keuer  
 Student Center (Retail) Arianna Payne

## October 2007

Commons Brittany Dabel  
 Tainter Tyler Rueth  
 Student Center (Retail) Michelle Kilian  
 Student Center (Catering) Chelsea Waldvogel

## November 2007

Commons John Juedes  
 Tainter Curt Waege  
 Student Center (Retail) Kyla Torkelson

## December 2007

Commons Alyssa Harvey  
 Tainter Jennifer Ecklor  
 Student Center (Retail) Tria Vang  
 Student Center (Catering) Andrew Schauwitzer

## January 2008

Commons Jordan Ciha  
 Tainter Georgia Kane  
 Student Center (Retail) Kevin Hetzel  
 Student Center (Catering) Sarah Ludwigson

## February 2008

Commons Becky Beyer  
 Tainter Quinn Thomas  
 Student Center (Retail) Lenzner Nicole

## Night on the Town Meal A Success

The Night on the Town special meal, offered on February 19, 2008, had 1011 diners at the Commons and 414 at Tainter. Students enjoyed special decorations, music, and linen service at the meal, which received good ratings in all respects. The staff worked very hard on this meal in all production areas, making new unique menu items that were labor intensive. The front of the house staff worked very hard on setting the mood and making the students feel like they experienced a night out on the town. Good job team!

Ratings by the 465 participants completing our surveys showed the following results:

	Excellent	Good	Fair	Poor
Rating of Menu	27%	47%	18%	8%
Overall Event	23%	52%	15%	10%

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A UDS Publication

April/May 2008

Articles should be submitted to Jim Selz

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