



UNIVERSITY DINING SERVICE

MISSION STATEMENT:

University Dining Service is a diverse team dedicated to providing quality food and excellent service in a fiscally responsible manner. As leaders in the industry we strive to exceed customer expectations by offering value, convenience and enjoyable dining experiences for the University Community. We promote career enhancement and support the educational mission of the University.

FACTS:

- **Self Operation–Self Sustaining**
Budget revenue must cover all expenses in budget. Sources of Revenue: cash operation sales, dining plan sales, catering (no tax, no tuition, no segregated fees support any of this budget).
- **Facilities and Services**
 - Merle Price Commons
 - Residence Hall Dining Plan Service
 - Expressway Carts
 - Concessions
 - We Care (Parent) Program
 - Childcare Center Meals
 - Tainter Dining Hall
 - Residence Hall Dining Plan Service
 - Late Night Fast Food
 - Convenience Store
 - Memorial Student Center
 - Casual Dining Restaurant
 - Convenience Store
 - Food Court
 - Catering

MORE FACTS:

- **Size of University Dining Service**

- Revenue \$7.4 million (08-09)
 - Cash Operations \$1.8 million
 - Residence Hall Dining Plans \$5 million
 - Catering \$580,000
- Dining Plan Contracts 2892
- Employees
 - Permanent Employees 37
 - Temporary Employees 5
 - Student Employees 400

- **Member of National Association of College and University Food Services (NACUFS)**

Industry Benchmarks

NACUFS Customer Satisfaction
(Fall 2007 Data)

	<u>UW- Stout</u>	<u>Industry Ave.</u>
Overall Satisfaction	3.8	3.8
Cafeteria Service	3.7	3.7
Convenience Store (Pawn & Northern Express)	3.8	3.9
Food Courts (Terrace Cafe)	3.9	3.8
Sit-Down Restaurant (Heritage Cafe)	4.0	3.8
Express Carts	4.0	3.9
ACT Student Opinion Survey (2007 Data)	<u>UW- Stout</u>	<u>National Avg.</u>
General Satisfaction w/ Dining	3.52	3.32
EBI (Educational Benchmarking) (2007 Data)		
Satisfaction w/ Student Center Dining	5.41	5.18

- **Support to UW-Stout Special Mission**

- Co-ops and Internship offered
 - Retail Co-ops
 - Catering Co-ops
- Job Experiences to Build Resumes
 - Student Management
 - Production Assistant
 - Student Personnel Managers
 - Service and Production Workers
- Work Experience Programs
 - University Field Experience for Credit
 - High School DECA and Co-ops

UNIVERSITY DINING SERVICE

160 Price Commons
715-232-2134
www.uwstout.edu/dining

This publication was not produced at taxpayer expense. rev. 9/09