

University Dining Service Newsletter February/March 2008

Project Updates

The Commons Remodel Project is at what is termed 35% completion of design and going to the Building Commission and Board of Regents for final approval of the plans in February. Once this approval is provided, the plans will be completed with all design and specification details outlined to create bid documents for contractors in the fall of 2008. The project is slated to be started on March 16, 2009 and be completed in time for a fall opening. The latest in the preliminary design drawings have been shared with staff for feedback.

The North Campus Hovlid Renovation and Dining Addition project team has been meeting with the architects to review broad design concepts for the layout and site development for the new building, as well as reviewing the remodeling details. This project is expected to be at 35% design completion for Building Commission and Board of Regents review in June 2008. Special concepts for the new dining facility are being shared with dining staff for feedback. Target opening for the new facility remains as Fall of 2010.

Midnight Breakfast a Success

The Midnight Breakfast, which was free to hall residents, was held December 16, 2007, from 10:00 p.m. – 12:00 a.m. This event offered a breakfast meal on the eve of exam week, and the opportunity to relieve stress by playing Bingo for prizes. This event was held at both the Commons and Tainter Dining Halls and was co-sponsored by Housing and Residence Life.

There were 667 attendees at the Commons and 318 at Tainter; a total of 985. Housing & Residence Life staff kept the bingo games going and prizes were given out to many participants. Surveys showed the event was graded quite high: 53% gave the event an “A” grade, 32% a “B”, 13% a “C” leaving 2% for below average.

A special visit by General Mills, Lucky the Leprechaun, and General Mills scratch off games added a special touch to the night.

NACUFS Customer Satisfaction Benchmarking

Soon all the data from the fall customer satisfaction benchmarking survey will be out and shared with employees, public and dining advisory committee. Watch for details soon.

Sustainability @ UDS

University Dining Service (UDS) is concerned about the environment and is assessing the avenues available to take UDS in the sustainable direction.

Beginning 2008 spring semester, the Terrace Café will offer permanent service ware to customers as the “default” method of service for “dining in”. The move to permanent washable and reusable service ware will have a big impact on the environment in terms of garbage/landfill reductions as well as less disposable use, saving manufacturing and shipping resources.

UDS will also be moving to Ecolab’s “green” chemicals for manual and machine ware washing. These chemicals have the following benefits: non-toxic to humans; safe for aquatic life when diluted for use; no chlorine, NPE, EDTA or NTA; free of known carcinogens and reproductive hazards, and reduced packaging. UDS is also studying alternative packaging for those styles of service where customers still demand a “to go” method of service.

Nutrition and Dietary Habits Survey Results In

In October 2007, a nutrition survey was conducted by University Dining Service. It was administered in both Commons and Tainter dining halls. The results of this survey are reviewed by the Registered Dietitian and Menu Planners, and provide valuable feedback about customer profiles, needs and desires.

The survey revealed the following:

Satisfaction with variety of healthy food items in cafeterias

- 11% Very Satisfied
- 51% Satisfied
- 29% Neutral
- 7% Dissatisfied
- 2% Very Dissatisfied

Top requested items to be increased on the menu, and/or ways individuals are modifying their diet through choice, were focused in these changes: whole grain products/more fiber; lean protein; less saturated fat; consuming less calories and more plant based foods.

Dietary Preferences, i.e., vegan, vegetarian, etc.

- 82% Unrestricted
- 12% Partially Meatless
- 4% Vegetarian
 - Of the Vegetarian 4%
 - 2% lacto-ovo (eggs & dairy allowed)
 - 1% Ovo (eggs allowed)
 - 1% Lacto (dairy allowed)
 - 0% Vegan (no animal source)
- 2% Other

Frequency for offering vegetarian foods at Kitchen Classics Area:

- 32% Never
- 45% 3 - 4 meals/week
- 13% 7 meals/week
- 6% 10 meals/week
- 4% 14 meals/week

Holiday Feast 2007

Price Commons and Tainter offered a holiday buffet to celebrate the December holidays. The menu highlights were: Chicken Cordon Bleu, Carved Pit Ham, Au Grain Potatoes, Green Bean Casserole, Apple Crumb Pie, Spritz Cookies, Mistletoe Punch, Egg Nog and more.

The Commons had 1017 diners and Tainter had 412 for a total of 1429 participants in this buffet. Both locations offered students the opportunity to decorate their own cookies. Harp music was provided at Tainter dining hall. The linens, candlelight and special decorations were much appreciated by students.

Surveys of customers yielded these results:

Overall rating of the meal:

- 48% Excellent
- 41% Good
- 7% Fair
- 4% Poor

Entertainment & Decorations:

- 62% Excellent
- 32% Good
- 6% Fair
- 0% Poor

When asked "Is the time on this special meal well spent?", 98% replied "Yes"!!

Night on the Town Buffet - Tuesday, February 19th

On Tuesday, February 19, 2008, Commons and Tainter Dining Halls will offer a buffet designed to give a “night out on the town” experience with upscale menu selections served with linens and candlelight.

Night on the Town Menu

Tossed Green Salad
Relishes
Carved Prime Rib
Chicken Breast in Phyllo Dough
Fettuccini Alfredo
Rice Pilaf

Twice Baked Potatoes
California Blend Vegetables
Dinner Rolls
Berries in Zabaglione Sauce
Black Forest Cake
Pomegranate-Apple Sparkler

Service Times:

Tainter 4:00 – 7:00 p.m.
Commons 4:00 – 7:30 p.m.

Prices

Baseline	\$2.30
Flexline	\$8.75
Cash	\$10.25
Block Plan	1 Meal

Ethnic Foods Promoted

As part of a diversity initiative for targeted minority student groups on campus, University Dining Service (UDS) is working with student organizations to promote ethnic foods for these groups and expose the student population to some of the culinary backgrounds for each group.

University Dining Service (UDS) staff is working with the Black Student Union (BSU) to create a food sampling event for students. This event will be held on February 20, 2008, and will provide items and recipes for Soul Foods that are part of the cultural heritage for Black Americans. Watch for detail in Commons and Tainter dining rooms on February 20.

University Catering Promoted

Rod McRae, University Catering Manager represented UW-Stout Catering at the recent Wedding Fair, held at Vision Quest in Menomonie. Executive Chef, David Leach prepared some items off the catering menu for the crowd to try, while Rod greeted participants at the booth. Attendees were offered menus to learn about both our on-campus and off-site catering services. A new catering brochure was used and can be viewed on our dining web site: www.uwstout.edu/dining. In addition, an on-going benefit of the wedding fair is a link on the wedding fair site that provides a “photo tour” of the show booths with direct links to our catering web page. Check it out at: www.menomonieweddingfair.com

Student Employee Opinion Survey

During the month of February, UDS will be providing every student employee the opportunity to assess their experiences as an employee in their facility. They will be asked to rate the performance of staff and student managers. This feedback will be used to help improve and direct these individuals in optimum performance. Questions on morale, effectiveness of policy and rules, as well as training will be asked with a goal to improve our student employment program.

Please take time to complete this important tool.

Personnel Updates

Recently there has been some movement of UDS staff members as a result of the retirement of Ken Sebranek. At the time of this writing the changes are:

- Kim Hintzman has taken a lateral move to the Baker 2 position (from Cook 2)
- Kathy Matthews has moved into Kim's Cook 2 vacancy, a 12 month position working primarily the breakfast and lunch shifts during the academic year at the Commons

An Office Operations Associate vacancy still exists with the October transfer by Kathy Foster. Interviews have been completed and a successful candidate will soon be announced. There are also two Cook 2 positions vacant at this time. It is expected to have interviews set up in February with a roster created by the January 12, 2008 test.

UDS Professional Development Day In Review

The Professional Development Day, held for all permanent and student management staff on January 16, 2008, was well received and highly rated. Attendees gave an average score of 4.3 on a five point scale.

The updates session got a 4.4 rating and staff indicated they like to see the big picture of UDS and beyond our borders.

A presentation of ASLS State of the Division presentation, originally presented by Vice Chancellor Diane Moen at the fall State of the Division address, received a 3.8 rating. Many did wonder about the relevance, but many others recognized the value in seeing the bigger picture of the University. The ability to see the big picture and know more about other areas helps us better assist students, helps them create a connection, and provides better information to help promote UW-Stout outside of the workplace.

The overview of University Recreation, by Holly Demarce, was well received and interesting to most attendees, receiving a rating of 4.3.

Lisa Walter's presentation on the role of the Critical Incident Command training held on campus this past fall received a 4.5 rating and comments expressed appreciation for knowing what the University is planning for in case of disasters or critical incidents.

Reinhart's "behind the scenes" presentation received a 3.9 rating, with some finding the history very interesting others; just so so.

Lunch provided to expose staff to the many ethnic food concepts available for our consideration received a very high rating of 4.7. There were almost too many things to try, but very tasty and interesting.

Despite technical difficulties experienced by Jill Salsman, presenting on relaxation techniques, the session received a 3.8 rating. Remember the web site can be accessed on your own to capture what may have been missed in the session.

The tours of the Child and Family Study areas received high ratings of 4.6. It's always fun to see what there is to do and encourage students see what types of "hands on learning" is available to our students.

The tour of the Mabel Tainter also received high ratings of 4.8. It is good to see what the greater Menomonie community has to offer.

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March

31 Danielle Tuschl, Catering Lead

Student Manager Recognition

Student Managers are recognized in January for their length of service to UDS as well as service in the position of Student Manager. Student Managers are instrumental to the on-going success of the broad array of service and operations UDS runs. In addition, these students receive excellent career based experiences in supervision, planning and all the functions of management.

Congratulations and thanks to each Student Manager

Semesters as student manager:

Commons

5 Jeff Schnoover
2 Ian McClaire
1 Lauren Rauscher
1 Bridget Worzella
1 Safu Shestha

Tainter

5 Jesse Meltz
4 Jesse Winkler
1 Jake Kneebone
1 Sunit Pandey

Catering

4 Mike Grulke
3 Greg Fouks

Student Center

10 Delayne Allen
6 Sarah Pyne
5 Virginia Conklin
4 Hemnish Joshi
3 Rachel Roberts
3 Erik Anderson
2 Jacent Assimwe
2 Kevin Bloom
1 Atul Nepal
1 Sandhya Poudel



February

1988 Linda Potter, Cook
1997 Donna Zerbian, Service Lead
1999 Barb Stephens, Service Lead

March

1989 Barb Merten, Salad Cook

Dining Service “Bucks Reward Program” Returns!

Customers in the Memorial Student Center restaurants will again be receiving “Dining Bucks” when they purchase certain products from February 25, 2008 to April 25, 2008. Customers should collect these bucks for use in the silent auction to be held April 30, 2008, in the Terrace Cafe. We will again provide a drop box for unspent bucks this year. The drop box will be available throughout the entire program this year, which is a change from last year. The drawing box will be left out through May 1, 2008 so unsuccessful bidders may drop unspent bucks for inclusion in the prize drawing on May 2, 2008. Drawing winners will be posted Tuesday May 6, 2008. Employees are not to collect bucks left on tables, but are to turn them into the cashier on duty for the next eligible customer. If a customer wishes to participate without making a purchase of promoted products, they may request an entry buck in room 224 Memorial Student Center.

The silent auction will bring back popular packages, including: “movie night”, “fishing basket”, “spaghetti dinner”, “beach party”, “ice cream social” and more. Watch for “Earn a Buck” specials at all Memorial Student Center dining locations.

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